

# Independent Living Centers

## Consumer Satisfaction Survey

2014

## Annual IL Outcomes Survey FY14

**Research Objective:** To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

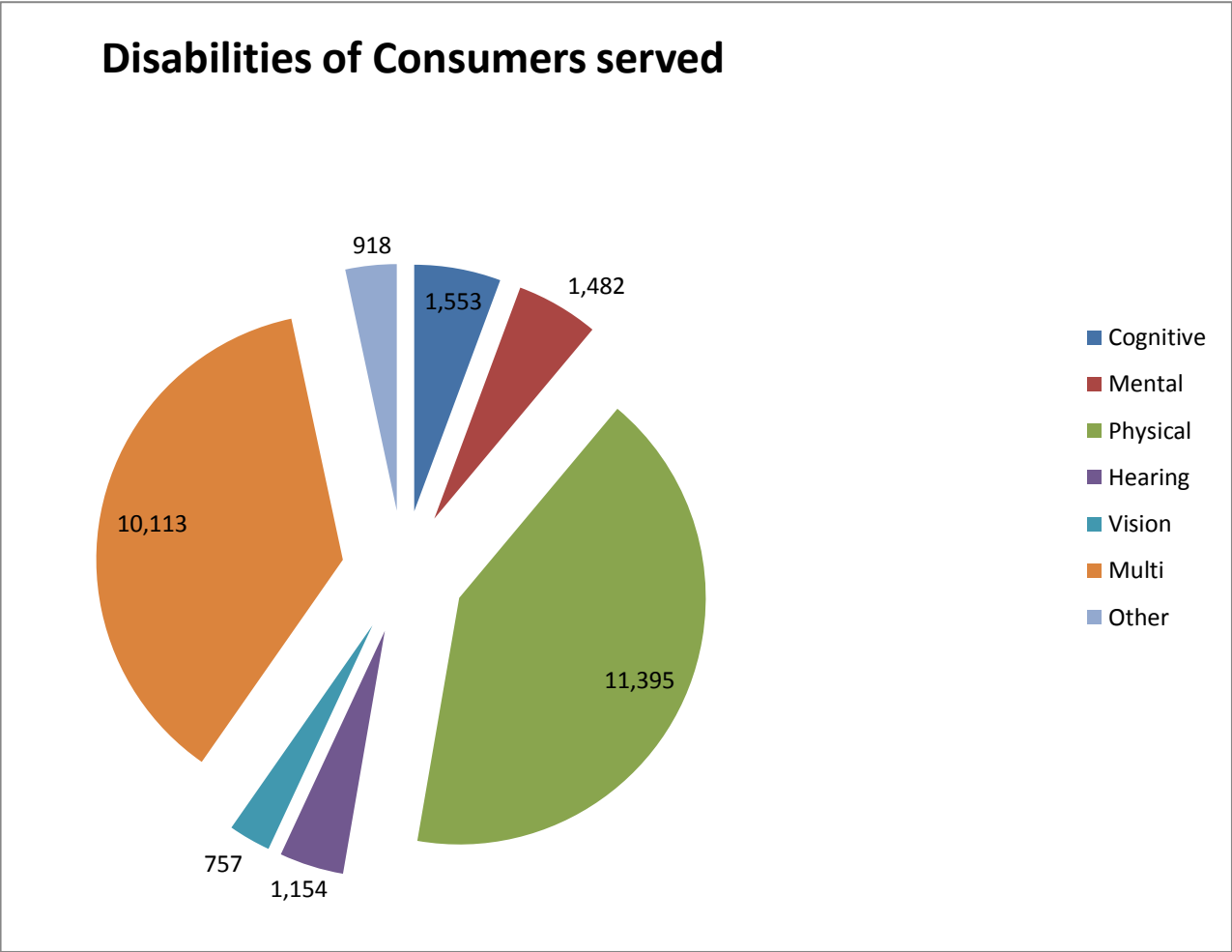
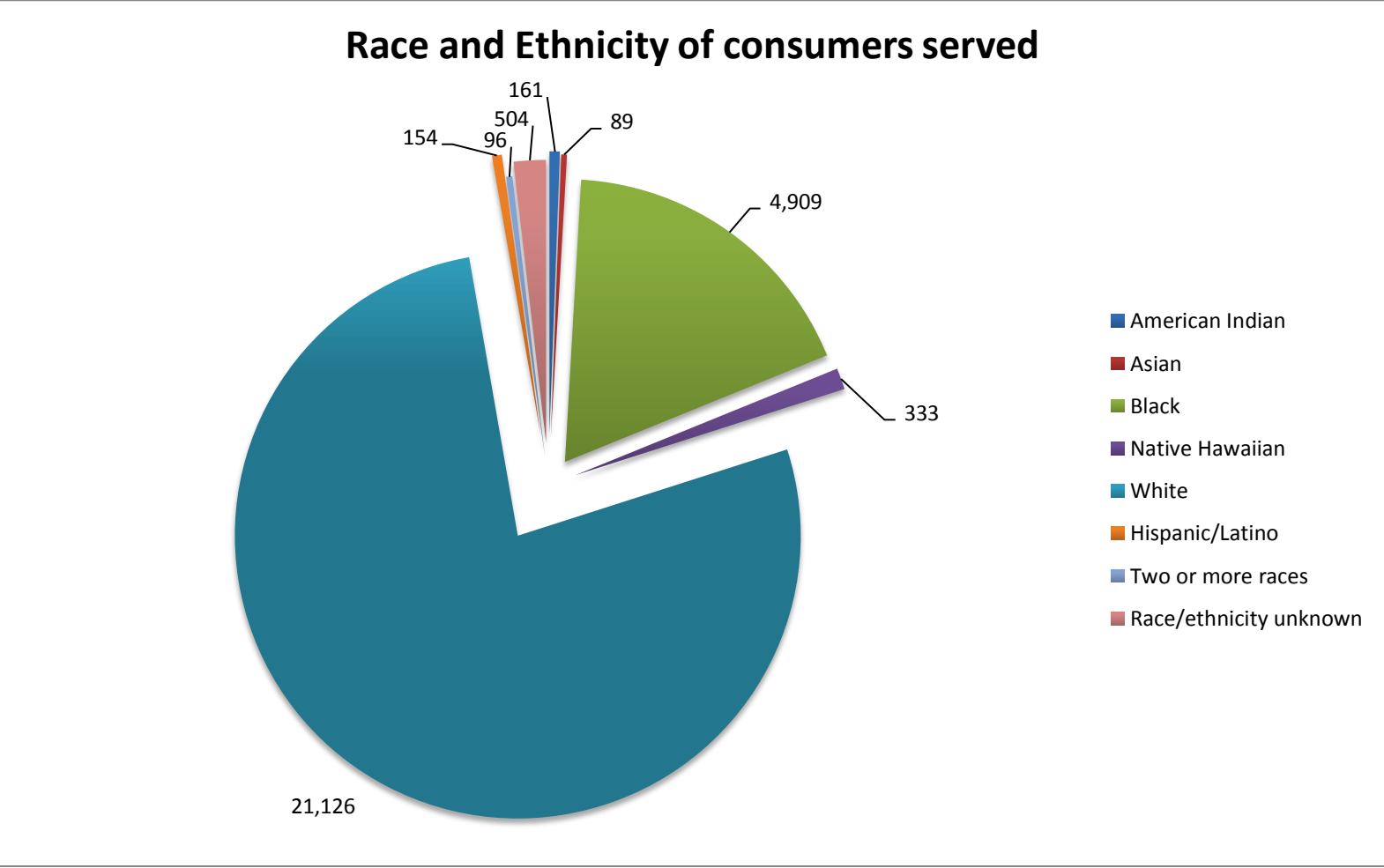
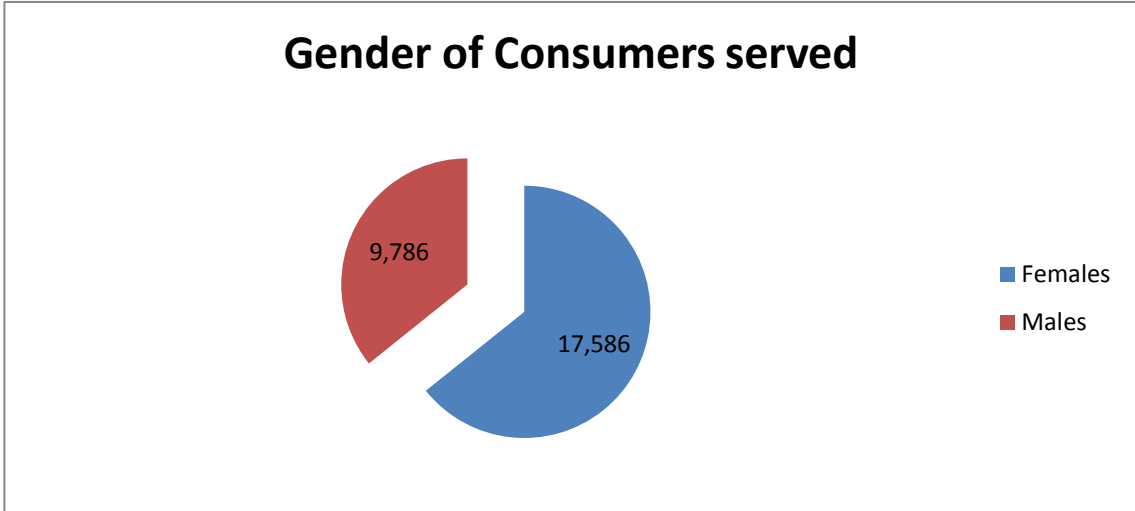
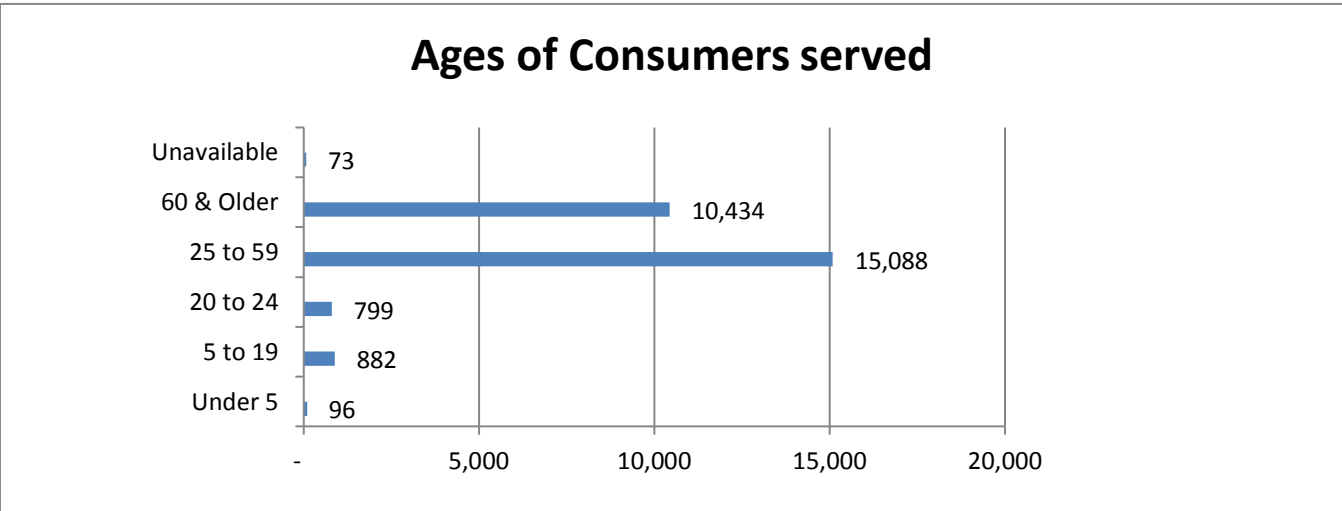
**Research Design:** The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

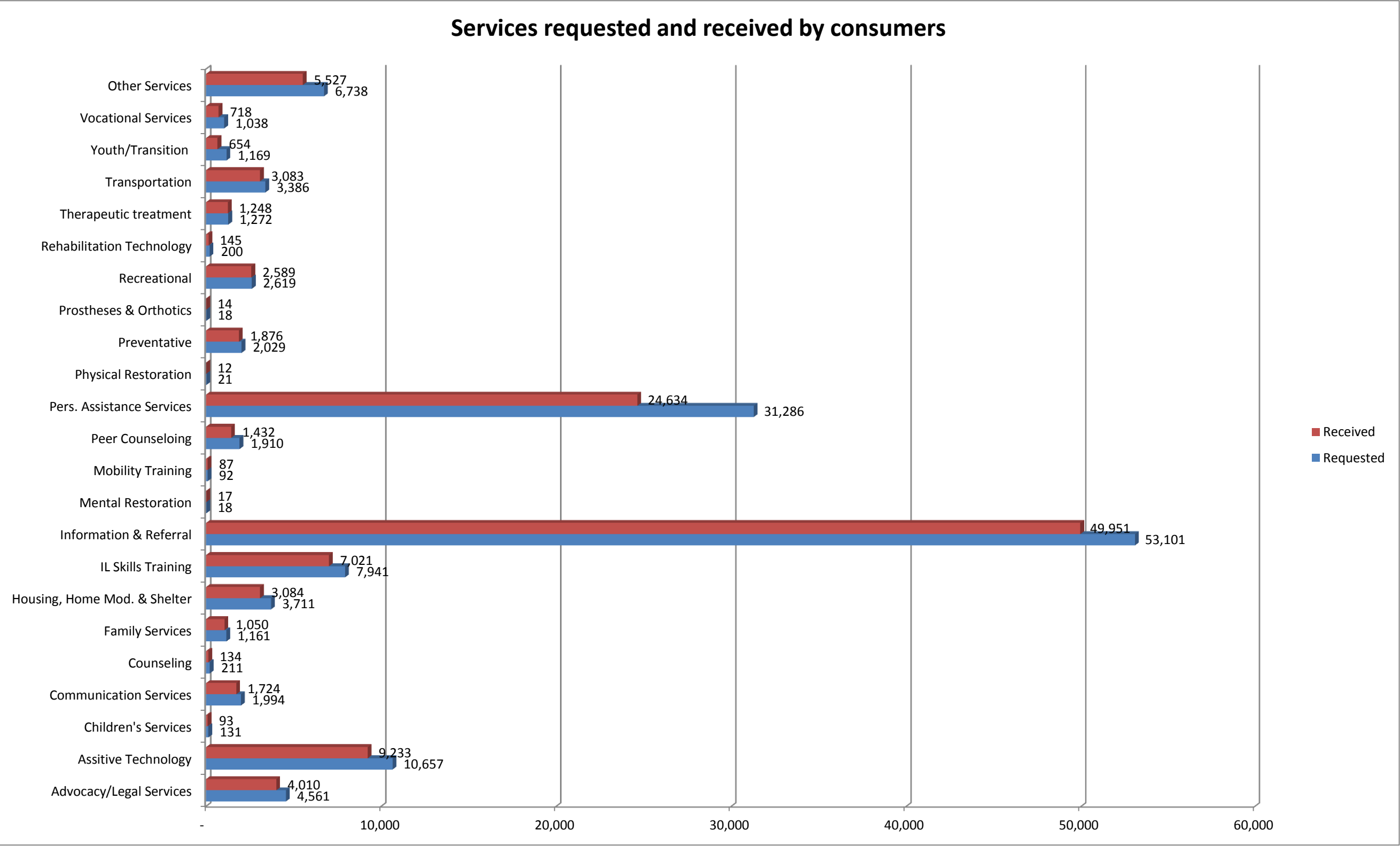
**Data Analysis:** The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

**Report Format:** Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For each of the service areas there are two pages with questions/graphs each followed by a comment page. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. During the survey, if the consumer responded they were **Somewhat Satisfied or Dissatisfied** a follow up question of ***How the services could have been better*** was asked and a representation of the comments received is included on the next page of the report.

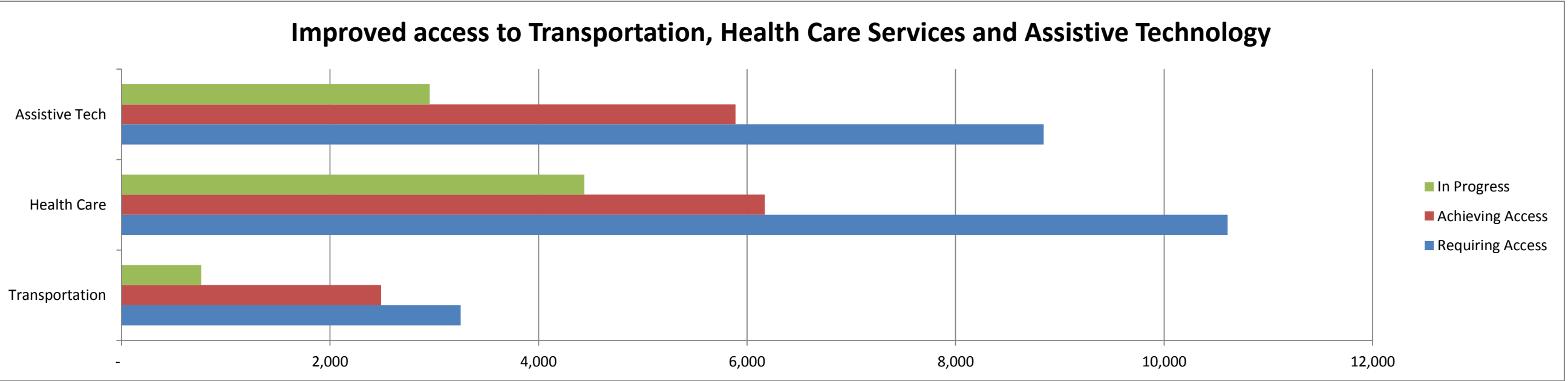
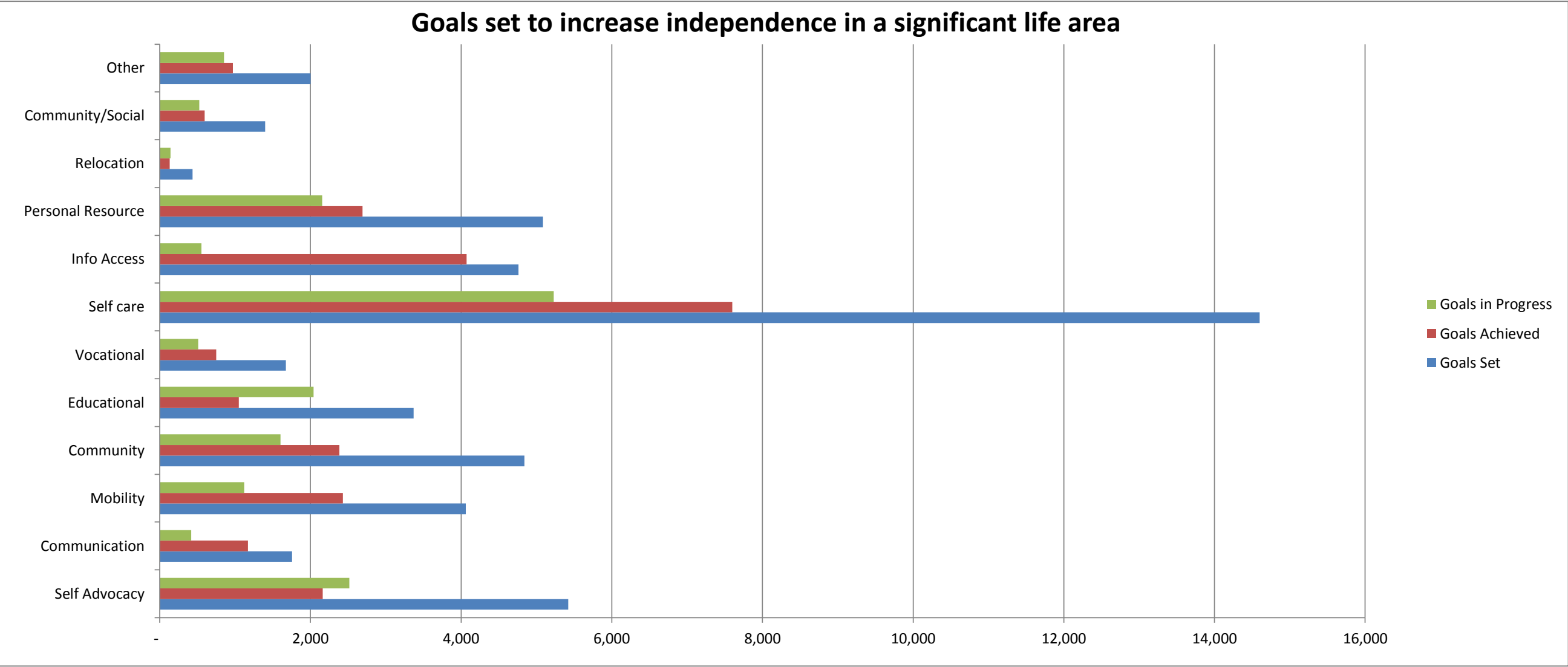
The third page for each service shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer. During the survey, consumers responding "**yes**" to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the responses from the survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 27,372



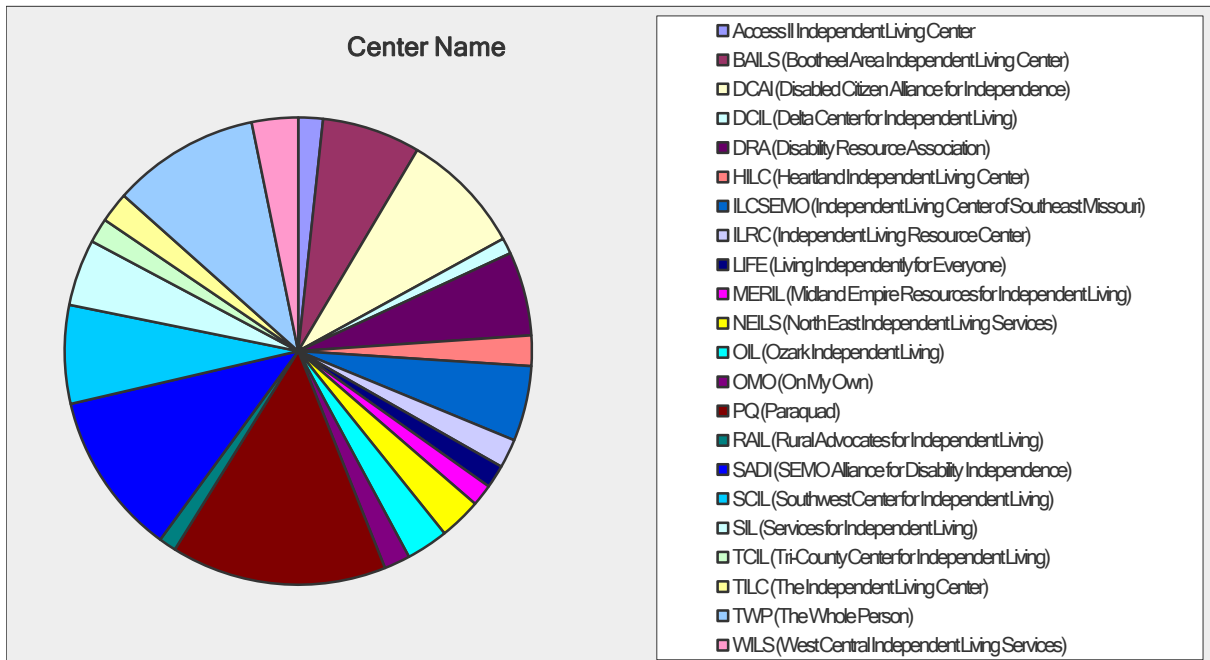


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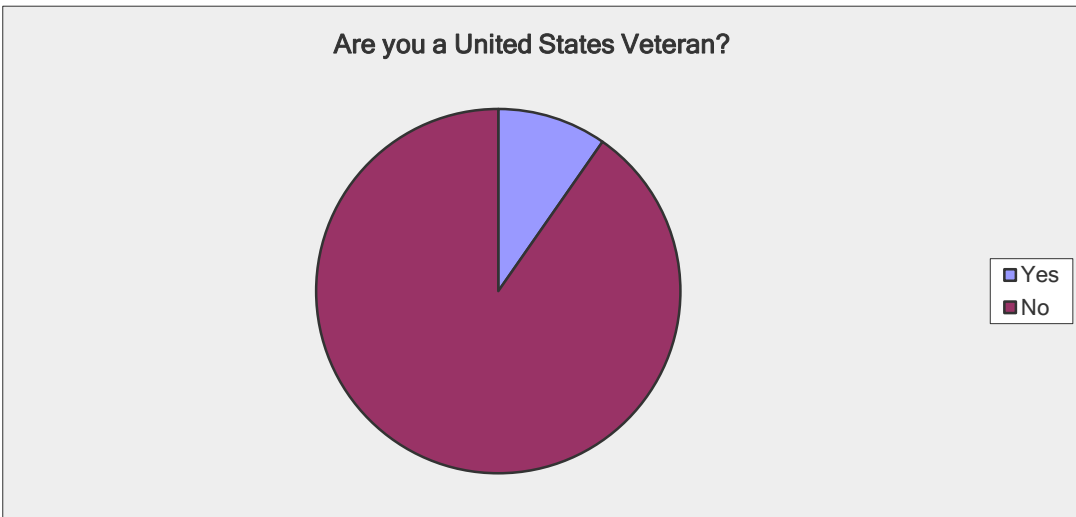
Center Name		
Answer Options	Response Percent	Response Count
Access II Independent Living Center	1.7%	83
BAILS (Bootheel Area Independent Living Center)	6.8%	332
DCAI (Disabled Citizen Alliance for Independence)	8.5%	413
DCIL (Delta Center for Independent Living)	1.1%	54
DRA (Disability Resource Association)	5.8%	285
HILC (Heartland Independent Living Center)	2.1%	100
ILCSEMO (Independent Living Center of Southeast Missouri)	5.2%	252
ILRC (Independent Living Resource Center)	2.0%	99
LIFE (Living Independently for Everyone)	1.6%	78
MERIL (Midland Empire Resources for Independent Living)	1.5%	73
NEILS (North East Independent Living Services)	2.9%	143
OIL (Ozark Independent Living)	2.9%	143
OMO (On My Own)	1.8%	88
PQ (Paraquad)	14.9%	728
RAIL (Rural Advocates for Independent Living)	1.2%	59
SADI (SEMO Alliance for Disability Independence)	11.3%	550
SCIL (Southwest Center for Independent Living)	6.8%	332
SIL (Services for Independent Living)	4.6%	222
TCIL (Tri-County Center for Independent Living)	1.7%	85
TILC (The Independent Living Center)	2.1%	101
TWP (The Whole Person)	10.2%	498
WILS (West Central Independent Living Services)	3.2%	158
<b>answered question</b>		<b>4876</b>
<b>skipped question</b>		<b>0</b>



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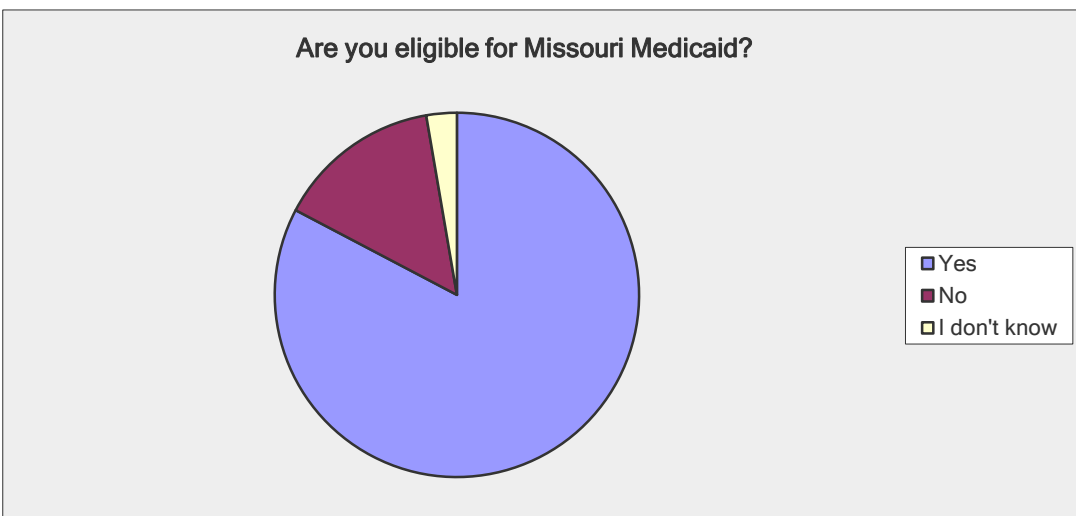
### Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	9.7%	440
No	90.3%	4088
<i>answered question</i>		<b>4528</b>
<i>skipped question</i>		<b>348</b>



### Are you eligible for Missouri Medicaid?

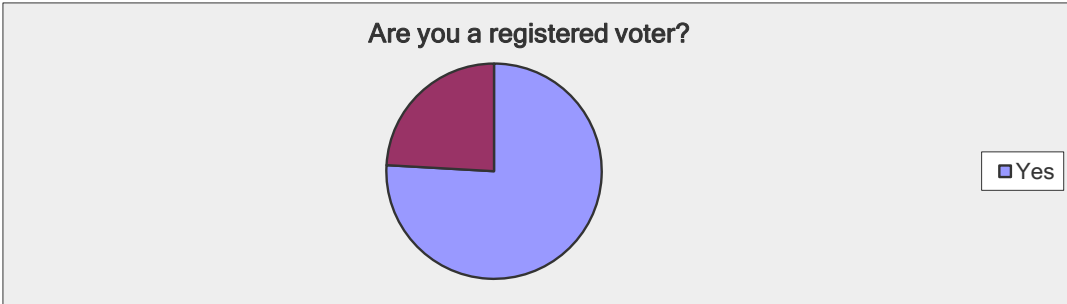
Answer Options	Response Percent	Response Count
Yes	82.7%	3746
No	14.6%	662
I don't know	2.7%	120
<i>answered question</i>		<b>4528</b>
<i>skipped question</i>		<b>348</b>



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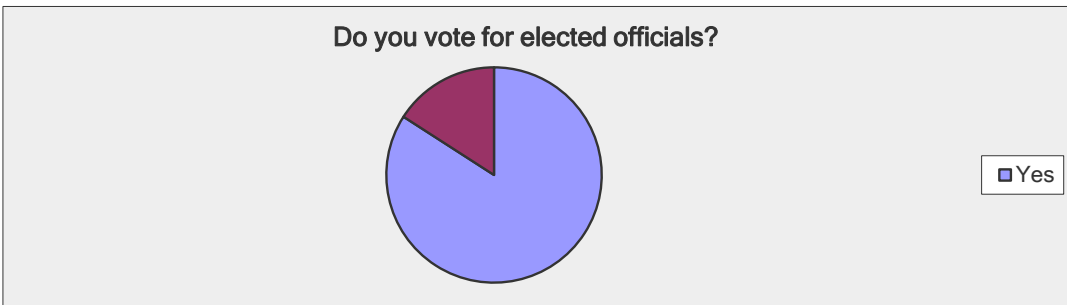
Are you a registered voter?

Answer Options	Response Percent	Response Count
Yes	75.9%	3432
No	24.1%	1087
<i>answered question</i>		<b>4519</b>
<i>skipped question</i>		<b>357</b>



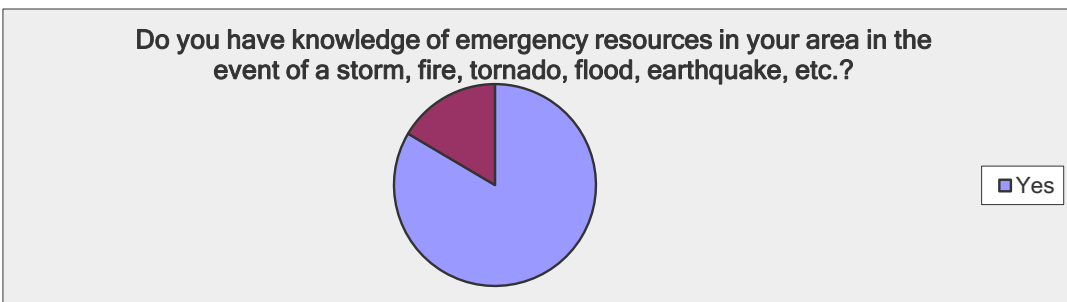
Do you vote for elected officials?

Answer Options	Response Percent	Response Count
Yes	84.1%	2894
No	15.9%	547
<i>answered question</i>		<b>3441</b>
<i>skipped question</i>		<b>1435</b>



Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?

Answer Options	Response Percent	Response Count
Yes	83.5%	3746
No	16.5%	741
<i>answered question</i>		<b>4487</b>
<i>skipped question</i>		<b>389</b>



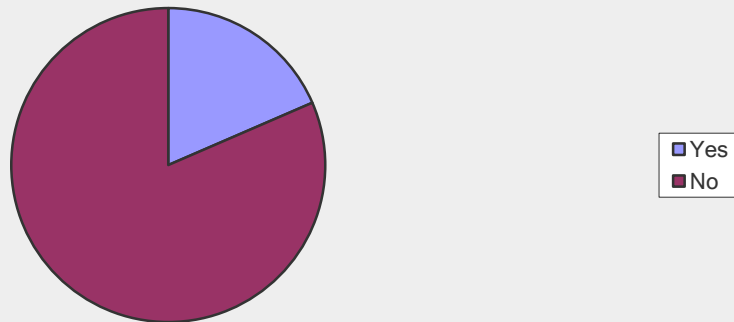


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Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	18.5%	829
No	81.5%	3659
<i>answered question</i>		<b>4488</b>
<i>skipped question</i>		<b>388</b>

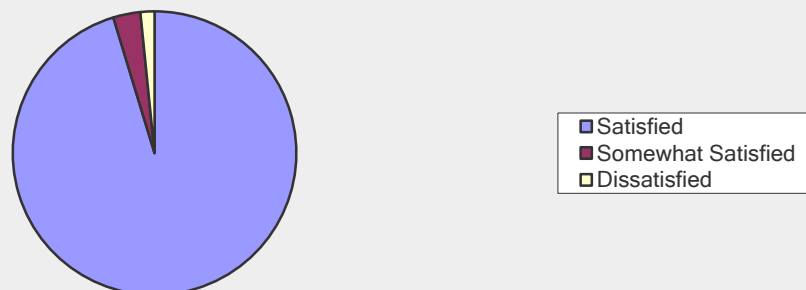
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.3%	791
Somewhat Satisfied	3.1%	26
Dissatisfied	1.6%	13
<i>answered question</i>		<b>830</b>
<i>skipped question</i>		<b>4046</b>

What was your experience with the ADVOCACY services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

*answered question* 46

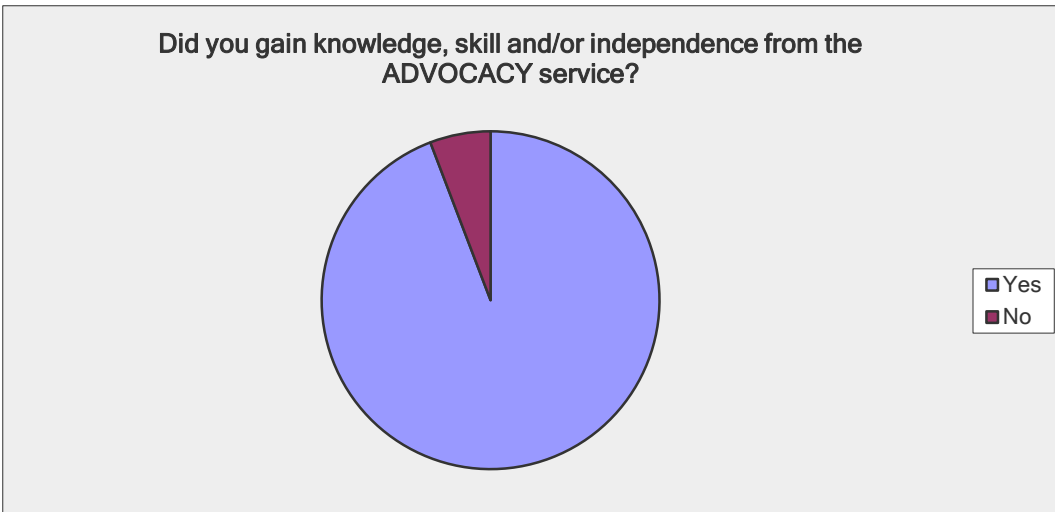
*skipped question* 4830

- 1 I didn't get what I needed , and I don't know how it could have been better because the CIL doesn't make the decision about who gets help.
- 2 they meet my needs.
- 3 They could have explained the processes better.
- 4 Likes to do stuff on her own but thankful for help when she can't do things for her self
- 5 My worker tried to help with my lawsuit but it was too hard.
- 6 I was not eligible for Medicaid and the staff were not able to help me become qualified.
- 7 Called for housing assistance and did not get any satisfaction.
- 8 Communication
- 9 I think they need to get their act together. No follow up at all to make sure services are being provided.
- 10 Because some job things didn't work out.
- 11 Go for another route.
- 12 There wasn't any follow up.
- 13 He stated that he was discriminated due to his color.
- 14 Some disconnect in communication between the CIL and other service agencies.
- 15 Problems with communication between the CIL and other services.
- 16 Some confusion with communication.
- 17 Not dissatisfied with the CIL, but with Medicaid for taking so long.
- 18 There is too much drama in the meetings.
- 19 Job program.
- 20 Provide more attendant help.
- 21 I wish there was (I am blind) more focus on the blind population here in St. Charles. I was kind of unhappy with the trip to Jefferson City and had a few falls because there was no one there to work with a blind person. I was paired up with another disabled person. The day went better when the CIL paired me up with a staff member.
- 22 I got a computer over a year ago and it is supposed to talk to me since I have trouble seeing, and no one has come to look at it. I am unhappy, I need someone to help me and show me how to use JAWS
- 23 Transportation. Family not able to help at this time
- 24 The wheels of wisdom go very slowly.
- 25 Nobody has any money for help that you contact
- 26 Wants to get involved with Deaf specialist to learn signing.
- 27 I didn't qualify for services.
- 28 Until I found out I was lied to.
- 29 It worked just fine the way it was
- 30 More Hours
- 31 I had a very young helper, I did not have the nerve to ask for other help.
- 32 Service could have been more thorough.

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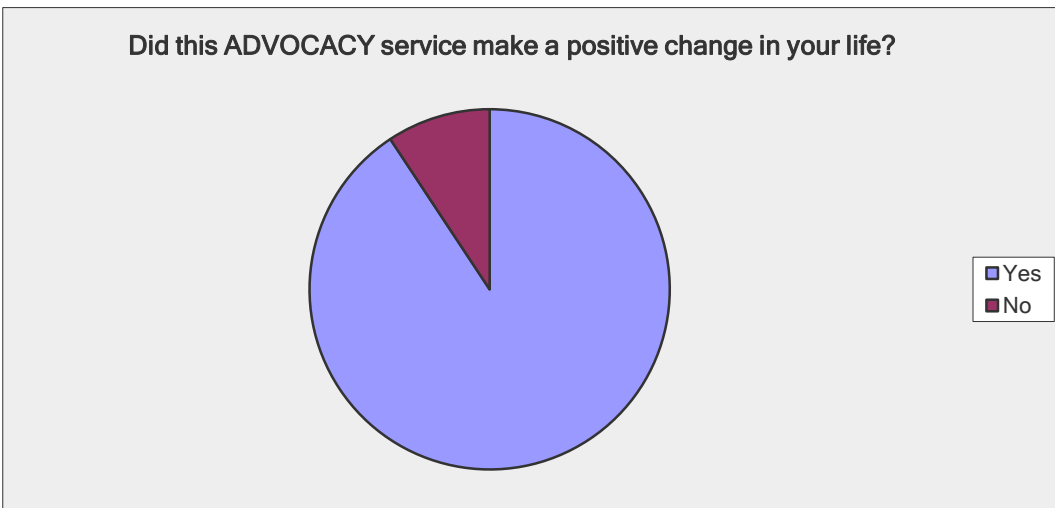
Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	94.2%	782
No	5.8%	48
<i>answered question</i>		<b>830</b>
<i>skipped question</i>		<b>4046</b>



Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	90.7%	751
No	9.3%	77
<i>answered question</i>		<b>828</b>
<i>skipped question</i>		<b>4048</b>



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If Yes, what change did this ADVOCACY service make?

*answered question* 505

*skipped question* 4371

- 1 I learned how to self-advocate by watching the pros at the CIL. I learned how to appeal when decisions are made in error.
- 2 I was told I couldn't self-direct and the choice wasn't mine since I failed some test of a few questions. It was not a positive experience for me.
- 3 My caseworker helped me advocate with the hospital, DHSS and my trust. They helped me know how to talk to these people and be strong for myself.
- 4 Learned to be more independent and stand up for what I need.
- 5 Getting to know others. Preparing for job in community.
- 6 I got services because the CIL kept calling those people, and they finally came by and did some test with a bunch of questions. But, I got services.
- 7 I'm getting out of the nursing home.
- 8 They made it easier for me to live in the community.
- 9 Helped me out in a bad time and now I can help myself
- 10 Kept me out of a nursing home and more independent.
- 11 Received information on how to build a ramp for a relative.
- 12 The experience with my specialist has opened areas that I never would have expected.
- 13 Yes it helped get hours increased
- 14 Nurse worked hard on my assessment and got me more hours
- 15 I am eligible for services that were previously denied. The CIL helped me advocate for what I needed to stay out of the nursing home, and I am ready for the new year with a new attitude.
- 16 Felt someone had his back
- 17 Helped me know rights
- 18 Started to look at life differently
- 19 To regain my Social Security
- 20 I had help filling out the forms for the disabled program.
- 21 I had help with the paperwork for disabled voter program.
- 22 I now know how to ask for help with personal needs. I was afraid to ask for help. The CIL staff helped me know what to ask for and who to contact to get help with my housing needs. They helped me get in an apartment easy to live in.
- 23 I was able to qualify for Medicare and learned to advocate for myself
- 24 I was able to move from a bad apartment into a really nice one by getting out of my lease.
- 25 Helped me be more independent.
- 26 Can help with a deposit to live independently
- 27 My CDS worker went up against the landlord for being a slum landlord and the judge sided with us. We had time to find a place and move.
- 28 Got my services reinstated.[]  
(MoHealth & Blind Pension)
- 29 Taught me my rights and helped in school.
- 30 Made me stronger
- 31 I learned how to self-advocate.
- 32 It helped me get the benefits I was entitled to.
- 33 They have help me to understand what rights I do have
- 34 I was able to go to DDHS and advocate for more time and was helped by my CDS worker who went with me so I would not be afraid. I did receive more time for personal hygiene and travel time.
- 35 I learned how to speak to others about my needs, be my own voice
- 36 She stated that she now receives the correct amount of benefits because of the advocacy service.
- 37 The Education Department at the CIL has helped my daughter in such away that they now let her attend school. Without their help she would still have to be home schooled

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If Yes, what change did this ADVOCACY service make?

*answered question* 505

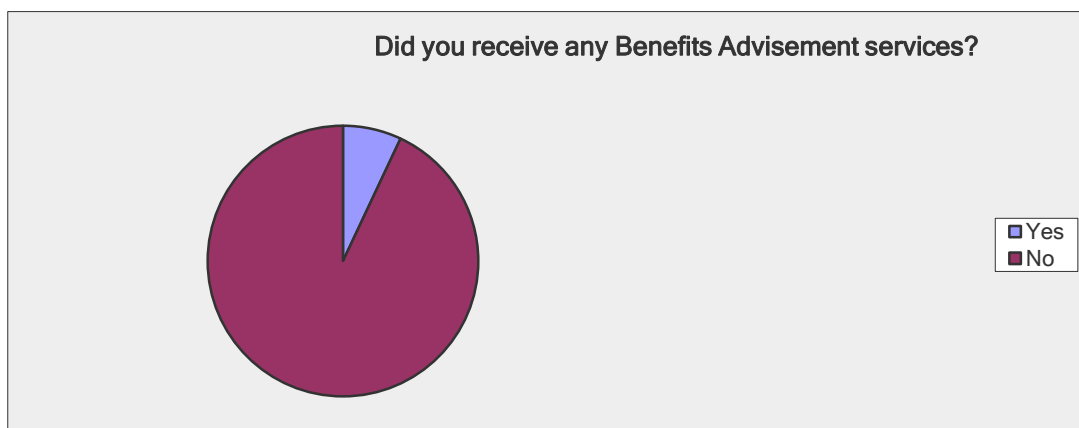
*skipped question* 4371

- 38 The young lady fought with VA to get the things I needed and after her calling them several times they finally got them for me
- 39 I have gained more knowledge.
- 40 He stated that he learned how to advocate for himself regarding his disability.
- 41 Advocacy makes me more knowledgeable, so I knew what I needed to do and how to do it, vs. not knowing how to get help or request something or get information on social security disability.
- 42 Finding out what different organizations I can reach out to for help, if I needed help with stuff.
- 43 It makes a difference in attending the meetings, getting questions answered, I'm pretty independent but they do a good job
- 44 I met a lot of other people at coffee talk that otherwise I wouldn't know.
- 45 May be able to change curb cuts and sidewalks
- 46 She stated the change was positive because she is now aware how to advocate for herself regarding her disability.
- 47 Had an advocate to help her sort out some housing issues. Someone was trying to get her kicked out of Section 8 housing.
- 48 Has learned to speak up for herself
- 49 Helped understand my rights as a person with a disability
- 50 I have had allot of help with issues that I could not have done on my own. I was so glad to have someone else there if it was just to listen to what is being said.
- 51 Getting help is teaching me how to look into things myself and not be afraid to ask for help.
- 52 I graduated high school with the help of the CIL.
- 53 Helped me be more independent.

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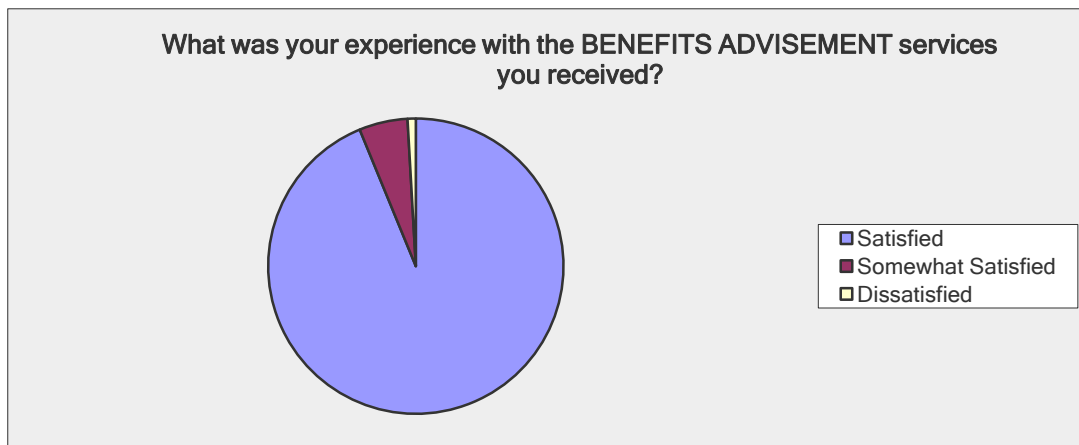
Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	7.0%	315
No	93.0%	4163
<i>answered question</i>		<b>4478</b>
<i>skipped question</i>		<b>398</b>



What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.7%	299
Somewhat Satisfied	5.3%	17
Dissatisfied	0.9%	3
<i>answered question</i>		<b>319</b>
<i>skipped question</i>		<b>4557</b>



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

*answered question* 19

*skipped question* 4857

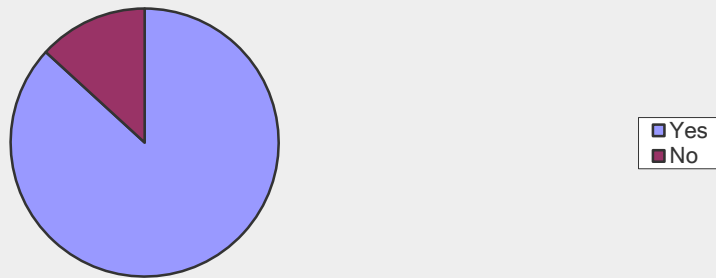
- 1 Received pamphlets on blind employment.
- 2 MS society gave her the run around.
- 3 The Jury is still out
- 4 Just more correspondence between the CIL and the state. They did not have their ducks in a row. My transition did not go smoothly.
- 5 I just think that I called initially because I had a work study. I didn't know how me being paid additionally would affect SSI, and it took too long to get the answer to my one question.
- 6 I wish could have helped me more in the filling out application
- 7 The staff were not helpful. Very nice, but they made me do all the work, and did not help me.
- 8 They sent me photos of different dogs but I didn't choose one (participant needs a dog for assistance).
- 9 Think he should get more social security benefits
- 10 Explaining why deductions are being taken out.
- 11 Still waiting.
- 12 Consumer would have liked to receive more money.
- 13 Would like to have known more about services offered.

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Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	86.8%	277
No	13.2%	42
<i>answered question</i>		<b>319</b>
<i>skipped question</i>		<b>4557</b>

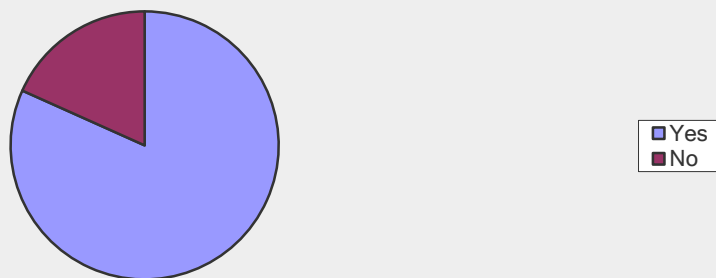
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?



Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	81.7%	259
No	18.3%	58
<i>answered question</i>		<b>317</b>
<i>skipped question</i>		<b>4559</b>

Did this BENEFITS ADVISEMENT service make a positive change in your life?





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If Yes, what change did this BENEFITS ADVISEMENT service make?

*answered question* 166

*skipped question* 4710

- 1 I learned that I needed to do a few things before getting out of the nursing home, and the CIL helped me with the information to make changes for the restoration of benefits.
- 2 Helped me create and control a personal budget.
- 3 Worker at SSA made me cry case manager called and spoke with supervisor.
- 4 It enables me to go out and work.
- 5 Helped make some SS decisions. I'm always looking for information.
- 6 It was with SS announcements and I needed to know.
- 7 When you need to have help you have to know where to go to get that help.
- 8 I got help with Medicaid and figuring out what to do to get it.
- 9 The information that FSD had in their system was wrong, and the CIL helped me understand how to change it. I have the services that I need to be at home.
- 10 The job I got helped me occupy my time and gave me a sense of productivity..
- 11 Was trying to go back to school and gained knowledge about Voc Rehab.
- 12 I did gain the knowledge I was seeking. I was just unable to take advantage of it.
- 13 Helped to get taxes done.
- 14 I was working with the CIL in planning my benefits for retirement. I now have medical coverage at a rate I can afford
- 15 Made me feel empowered with the knowledge.
- 16 I know what questions to ask and where to go.
- 17 I know what to do in case of emergency. More knowledge with what is out there.
- 18 It helped him with getting housing and artificial limbs.
- 19 She went to VR and got help there with a job. She got the support she needed and VR gave her that.
- 20 It made it not overwhelming when applying for services
- 21 I learned I can supplement my social security and work part time.
- 22 I feel more independent now because I am back working and I wanted to go back to work
- 23 It let me know about the law and all that and it was good help.
- 24 I was referred to Voc Rehab to help me with employment opportunities
- 25 ILS set up appointment with Vocational Rehabilitation
- 26 Voc. Rehab. is helping with job skills so I can find employment
- 27 Moved from CA to MO and that helped.
- 28 Helped me find the right programs that would help me
- 29 Helped me apply for Medicaid because I didn't understand all of it.
- 30 It took the stress off of trying to find all of the information out by myself. I didn't know who to contact
- 31 Helped me figure out how much I can make.
- 32 It was suggested I call the IRS about my father's Real Estate taxes. He passed away recently. I am looking into it.
- 33 They discussed different agencies I could use and what I needed to do. They were so good explaining everything. If anything was unclear they went over it again.
- 34 Allowed consumer to be more independent.

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Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	3.5%	155
No	96.5%	4313
<i>answered question</i>		<b>4468</b>
<i>skipped question</i>		<b>408</b>

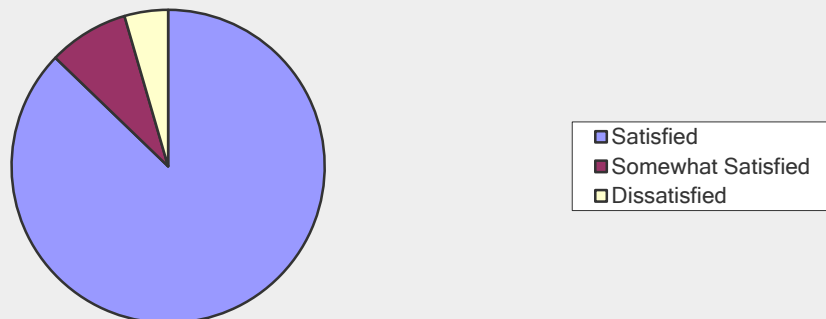
Did you receive any Employment Advisement, Training, or Referral services?



What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	87.2%	136
Somewhat Satisfied	8.3%	13
Dissatisfied	4.5%	7
<i>answered question</i>		<b>156</b>
<i>skipped question</i>		<b>4720</b>

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

*answered question* 25

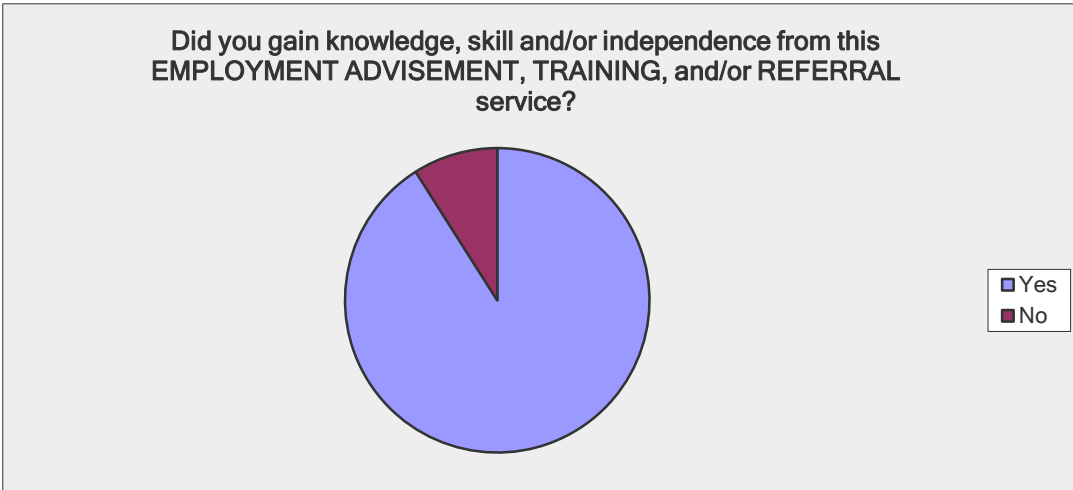
*skipped question* 4851

- 1 Referral services for medical supplies
- 2 He needed more help understanding the material in a few of the classes.
- 3 Because did not get the job.
- 4 Mo social security is being garnished. I had a horrible night last night. The heat is shut off. I have a \$250 pledge and need \$250 more. I don't even have \$10 for groceries. My 21 year old son lives with me. I have not had an interview in 6 months. I am struggling in a deficit. They gave me \$100 this month or last month and \$200 for rent. I have not direction and no help. I need some kind of job. I am depressed. I need a job.
- 5 Increase interaction.
- 6 Haven't heard enough from them, but found job on his own.
- 7 The referral didn't work out
- 8 They tried to.
- 9 During the 6 week course, repetition of same information.
- 10 Never used the services really. Something held her back from getting services.
- 11 I'm having a hard time finding a job through VR.
- 12 You lose points and there is no perfect attendance.
- 13 Talk down on me, treat me like a mental patient.
- 14 They did not find a job for me
- 15 Be more available and more communication.
- 16 I kept getting different people (advocates). They didn't help me none. They didn't take it seriously. I still didn't get no job placement.
- 17 Info was vague.
- 18 Nothing happened with it because VR closed her case. VR referred her to the CIL.

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Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	91.0%	142
No	9.0%	14
<i>answered question</i>		156
<i>skipped question</i>		4720



Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	83.2%	129
No	16.8%	26
<i>answered question</i>		155
<i>skipped question</i>		4721



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If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

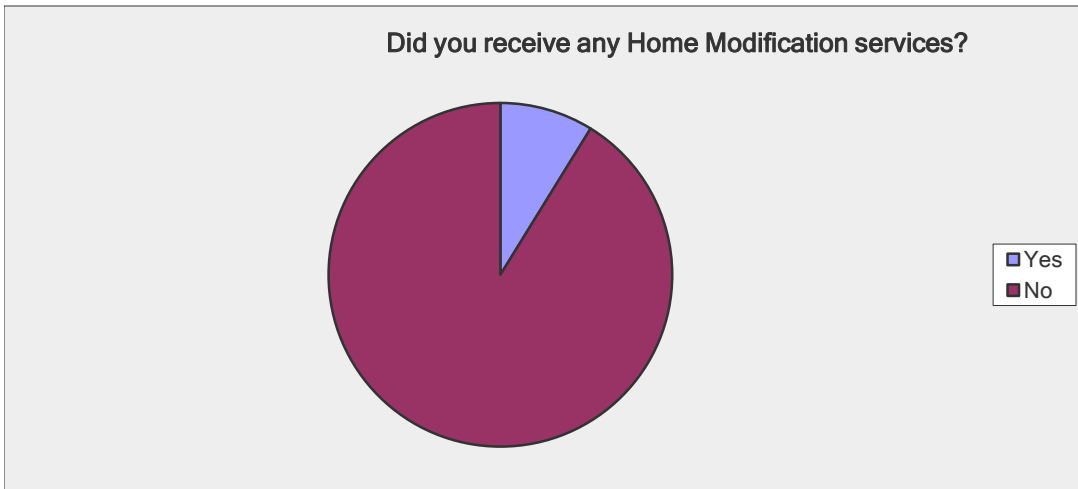
<i>answered question</i>	85
<i>skipped question</i>	4791

- 1 Realization that there's more to life than just playing video games.
- 2 I learned how much I can make and still be able to have medical benefits, unless I can learn how to budget money to pay a spend down because I'll be working.
- 3 It helped me obtain the things I need
- 4 Got a job.
- 5 Employment.
- 6 I'm in classes to learn how to get a job and keep one.
- 7 He learned about money management.
- 8 I am better academically.
- 9 I was able to find different places to find different resources. To find people that would give me the training to volunteer to get back into work
- 10 I learned how to market myself to get a job.
- 11 I'm in the early process and just starting to look for work
- 12 Getting information to go to Career Center or Voc Rehab.
- 13 You guys are AWESOME! If it hadn't been for you guys I don't know what I would have done.
- 14 She is helping me fill out applications and helps me with interviews
- 15 I got a summer job.
- 16 Loves her job and has learned to take a bus!
- 17 Gained employment
- 18 I learned skills to get an job
- 19 Learned things did not know before, group was awesome
- 20 Helped him get his first job and without this service he would still be looking for a job.
- 21 I have been employed for the last year as a result of this program.
- 22 Learned how to write a résumé.
- 23 I didn't find a job but I was satisfied with it. They tried.
- 24 Helping her get a job and help with applications.
- 25 Helping a lot to know what she is supposed to do on the job. The services have been good.
- 26 It was good to get a job
- 27 I learned how to become employed, make a resume and the right way to go through an interview
- 28 I became more independent.
- 29 Like that I have somewhere to go other than just sitting here. I like my job.
- 30 Green Thumb helped.
- 31 It helps her feel good about herself.
- 32 I'm learning about job training, placement, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services
- 33 It has helped me to gain knowledge of how to work with disabled people.
- 34 The training helped me to secure a job.
- 35 Looking for jobs on my own and having assistance when it's needed.
- 36 Training for interviews & how to write a resume
- 37 The CIL referred me to Rehab for the Blind for vision
- 38 Got a job with Walgreens. The CIL was fabulous! He's doing so well now! He's back in school. The Walgreen's job was great for him and it's because of the CIL.
- 39 Tips.
- 40 If I could get my health up to par I'd like to try it again.
- 41 Found p/t work. There was no consistency with people I met with. I would have preferred to have one advocate and build a rapport with that person.
- 42 They gave me a few leads. I enjoyed it.
- 43 I do a lot of volunteer work
- 44 Consumer has more self esteem.
- 45 Consumer prefers working and learning in the community rather than staying at home.

## Annual IL Outcomes Survey FY14

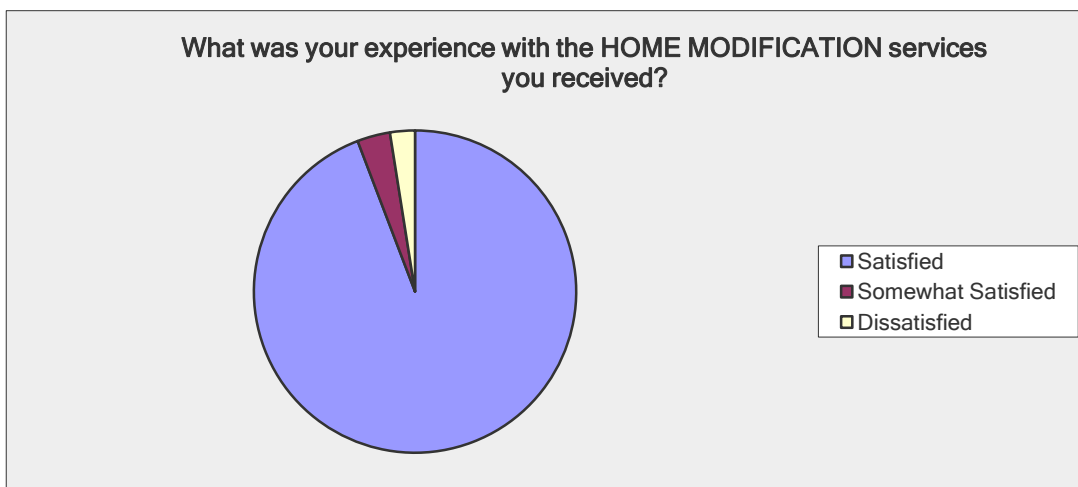
Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	8.8%	394
No	91.2%	4069
<i>answered question</i>		<b>4463</b>
<i>skipped question</i>		<b>413</b>



What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.3%	377
Somewhat Satisfied	3.3%	13
Dissatisfied	2.5%	10
<i>answered question</i>		<b>400</b>
<i>skipped question</i>		<b>4476</b>



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

*answered question* 25

*skipped question* 4851

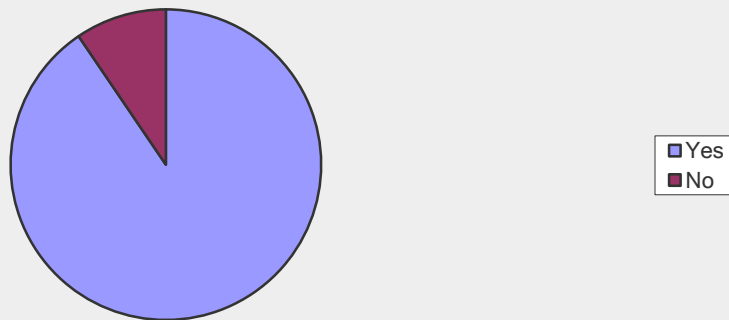
- 1 No money available. Could have paid for it.
- 2 Lived in apartment building, the CIL couldn't build one for me.
- 3 They wanted me to pay for part of my ramp
- 4 I did not agree with what the contractor said about my home.
- 5 Removed existing ramp and have construction of new one. Not satisfied with the structure. One of the handrails is moving.
- 6 Have no funds and the house she is living in, she has to move. Doesn't have money for deposit money all at once. Would have like to have gotten list of agencies that could help with deposits for new housing.
- 7 He stated that the shower could have been made better so the water would not run on the floor.
- 8 The builder did a poor job with the ramp and the CIL staff had to intervene to correct the problem.[] The bathroom was done to my satisfaction
- 9 Phones not working well!
- 10 He said he didn't want to comment
- 11 Was on waiting list for ramp.
- 12 They never finished the ramp; they built the ramp from the back door to the patio. They never put an exit from to the patio to the ground. Now to get in/out of my house for call a ride I need to exit my back door and go around the block.
- 13 He just said that the modifications were still being completed and have not been finished. At the particular moment he is somewhat satisfied.
- 14 The fact when I ask if there was a service for utility I was told no other service for me. Do not feel like I got all service that could given to me.
- 15 She did not fall with in the financial guidelines.
- 16 Contractors could have done a better job but I have a walk-in shower and that is the main goal.
- 17 I am still going through the process for a Housing Modification Accessible Grant.
- 18 Was not able to get grant needed to get a ramp on a mobile home.
- 19 Never gets to talk to anybody because they are too busy.

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	90.5%	362
No	9.5%	38
<i>answered question</i>		<b>400</b>
<i>skipped question</i>		<b>4476</b>

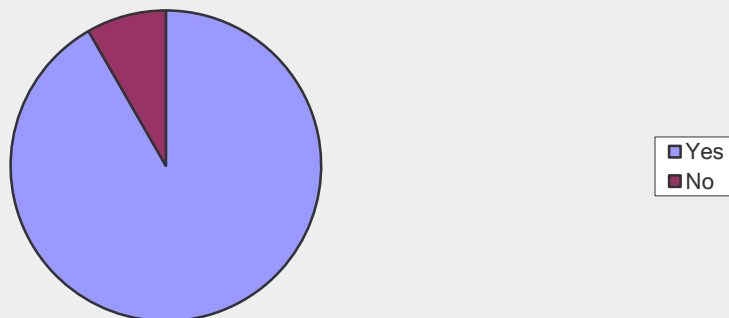
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.7%	363
No	8.3%	33
<i>answered question</i>		<b>396</b>
<i>skipped question</i>		<b>4480</b>

Did this HOME MODIFICATION service make a positive change in your life?





## Annual IL Outcomes Survey FY14

If Yes, what change did this HOME MODIFICATION service make?

*answered question* 274

*skipped question* 4602

- 1 (Ramp)I don't fee trapped anymore. Wonderful to get in and out of the house. I am more mobile.
- 2 Helped me get in and out of home and remain independent.
- 3 Allows me to have access to my home.
- 4 I use it every day because I can't do steps. I come and go as I please and that ramp helps me do it.
- 5 Received a wheel chair ramp and widened his door way into home for wheelchair.
- 6 Made getting in and out of my house easier.
- 7 The CIL built steps for me to come in and out of our home. I have a bad back and cannot climb steps without severe pain. Now I can use the steps much easier since they are built differently. My husband does not have to help me as much. We did not have the money to pay for the new landing and steps. The CIL helped us find funding and now we are doing much better.
- 8 Provided steps to home making it easier to access home
- 9 Can use the bathroom alone most of the time.
- 10 OIL provided a hand rail for my front steps. I love it. It helped so much with my mobility.
- 11 The crack in my old ramp was making me and my wife trip. Now we can get in and out of our home without any trouble
- 12 I am in a wheelchair and was not able to get in and out of my house without someone carrying me and I don't have to be embarrassed anymore and can do it myself with the ramp
- 13 "I use a walker and cannot climb up steps any longer. The CIL built me some low rise steps. I can get in my house and not have additional health issues from climbing steps. I could not make it without the new steps. The CIL also built handrails so I will not feel like I am falling down the steps when I am alone."
- 14 She stated that the grab bars has helped her to maintain balance while walking.
- 15 I'm more independent. Able to use my scooter more such as go to the store without calling a cab. Before that I couldn't use my scooter at all and had to depend on others.
- 16 Was able to get to my car with the ramp.
- 17 With the grab bars I can help myself more.
- 18 I get to go out side now and have fun because of my ramp.
- 19 Bathroom Modification. Taking a shower and using the bathroom is a lot more better. I can actually wheel up to the sink. So much more independent now.
- 20 Made it safer for me to get in and out of the tub.
- 21 Moved washer & dryer upstairs making easier access
- 22 Access in and out of his house and to his bed, toilet, lights, etc.
- 23 Grab bars and moving shower head make easier for me to use the tub.
- 24 Because I was able to get out of my home I can go places. I have been going to therapy and now able to stand and take a few steps before I could not get out of my home to go.
- 25 they built me a ramp to get out my back door. Before my family would have to carry me outside to get in a car
- 26 Your center gave me the information to get a ramp built. A local church came in and built it.
- 27 Installed new windows to help with insulation.
- 28 The repair to my ramp enabled me get in & out of my home.
- 29 Made door to bath room wider so I could get through with my wheelchair
- 30 ILS repaired my ramp so I could get out of the house
- 31 They installed grab bars helps me in the bath room to feel safe to set or stand
- 32 The small home repairs help me a lot.
- 33 Grab bars help with my mobility
- 34 Walk in shower.
- 35 I was needing a window air conditioner because I started have seizures. The CIL gave me an AC and put it in. I was so grateful.
- 36 Can take a shower and use the restroom. Makes me so much more independent
- 37 A/C Unit helped consumer stay cool in summer.

## Annual IL Outcomes Survey FY14

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	4.8%	214
No	95.2%	4245
<b>answered question</b>		<b>4459</b>
<b>skipped question</b>		<b>417</b>

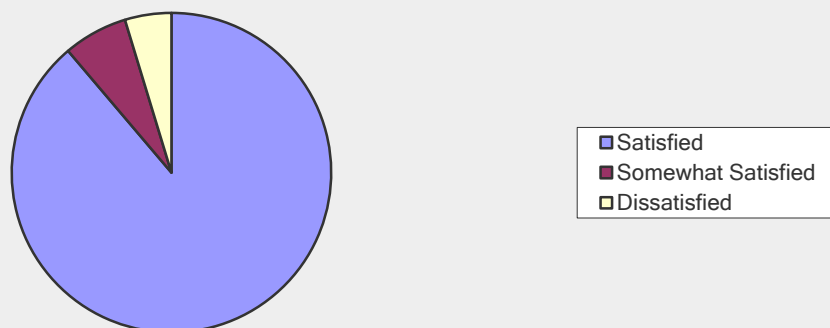
Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)



What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	88.8%	191
Somewhat Satisfied	6.5%	14
Dissatisfied	4.7%	10
<b>answered question</b>		<b>215</b>
<b>skipped question</b>		<b>4661</b>

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

*answered question* 23

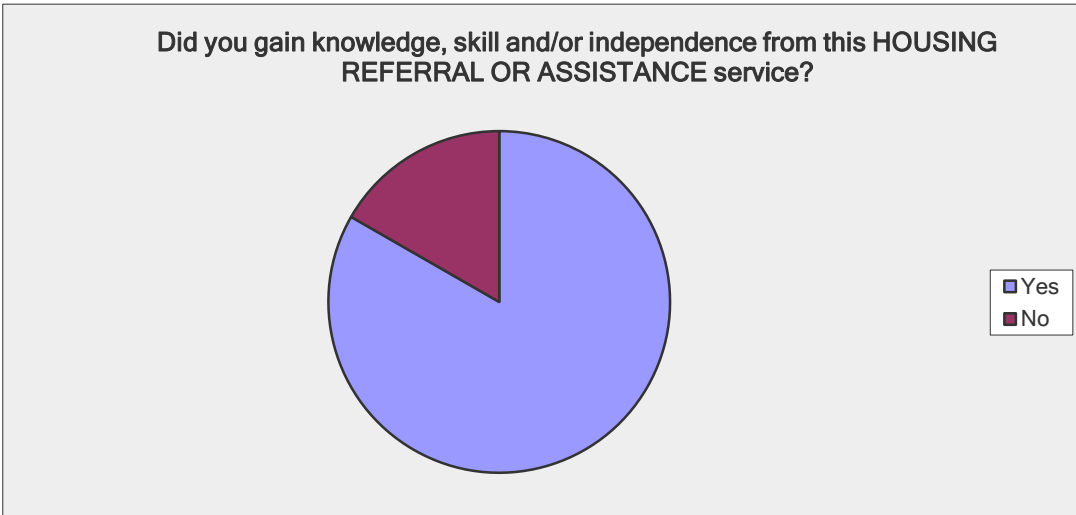
*skipped question* 4853

- 1 Tough time finding housing
- 2 Unable to find housing
- 3 Could not help with finding housing for her.
- 4 They could have put more effort into finding housing.
- 5 Called all the numbers but no one had a place open at the time
- 6 I was very ill at the time and my ILS stepped in and did what needed to be done
- 7 Everything has waiting list - frustrating
- 8 My husband burned the house down and the CIL helped me get some food and clothing.
- 9 I just got it but didn't follow up on it. I decided I wasn't going to move.
- 10 The housing they found for me was in bad neighborhoods.
- 11 I wanted there to be more that they could help me with. I wanted it to be more inclusive
- 12 The list was for senior citizens and it did not appeal to him. The age range was not accessible to him.
- 13 Just more information.
- 14 I got a list of places, but needed help with questions to ask.
- 15 Was provided a list of housing places he did not qualify for. Not unhappy with the CIL services, unhappy with the housing services.
- 16 My worker was going to talk to some one, but did not get back to me.
- 17 The CIL worker had a very bad attitude. That is why I quit services. I tried to get them to fire her, but they wanted us to resolve our differences, but I decided to quit. I'm not the only one who complained about her attitude.
- 18 Just find me something I can use, I don't really know how it could be better.
- 19 On a waiting list.
- 20 Satisfied with service but doesn't feel like there is any possible positive change to be made cause she's so immobile. Can't become independent no matter how much assistance she has.
- 21 Helped me find a better place to live

## Annual IL Outcomes Survey FY14

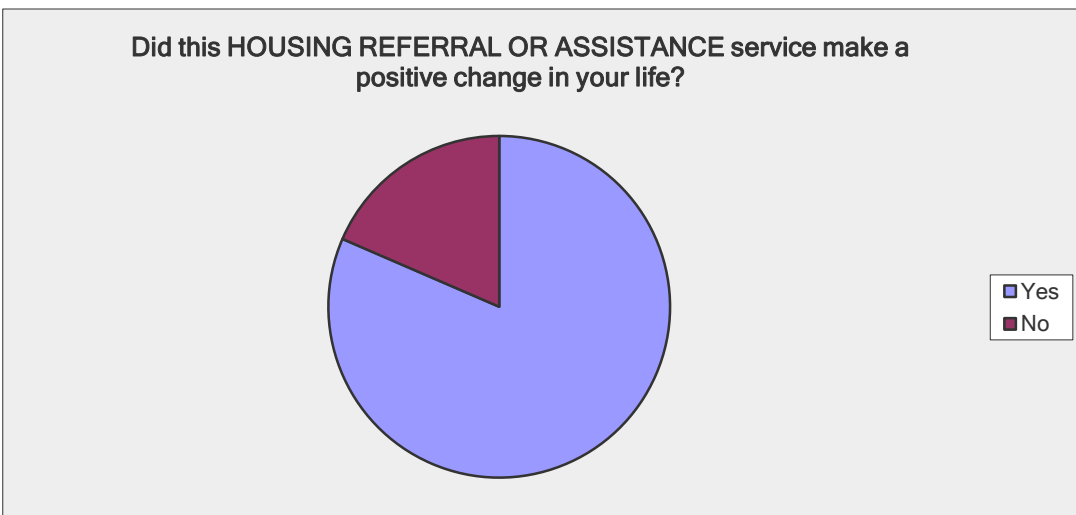
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	83.3%	179
No	16.7%	36
<i>answered question</i>		<b>215</b>
<i>skipped question</i>		<b>4661</b>



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	81.5%	172
No	18.5%	39
<i>answered question</i>		<b>211</b>
<i>skipped question</i>		<b>4665</b>



## Annual IL Outcomes Survey FY14

If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

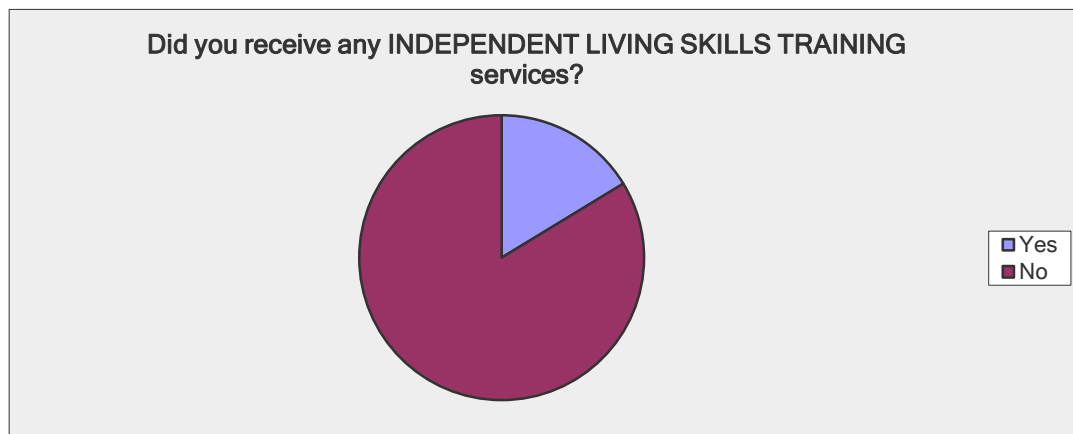
<i>answered question</i>	119
<i>skipped question</i>	4757

- 1 Taught me there was allot of paperwork and to keep my files updated
- 2 The CIL and my caseworker helped me find an accessible apartment to live in. I love it there.
- 3 I found a rental that was affordable.
- 4 It allowed me total independence. I'm very grateful
- 5 I rented a home that is accessible to me and my service dog.
- 6 With the list I was able to find affordable housing.
- 7 Helped me make a new start
- 8 I gained knowledge of housing that was available to me.
- 9 I was looking to be in a low income housing that was closer to my doctor, I was given a list of several different ones to call and found what I needed.
- 10 I can't read or write so you all helped me fill out a housing application.
- 11 I got help finding housing.
- 12 Everything they did helped me move out of a nursing home.
- 13 Yes, I am now in a safe and warm home, instead of no where to go. I love it!!
- 14 I had help finding and moving into my own apartment. I had help getting all the necessities I needed.
- 15 I was able to choose from several apartments complexes & get on the list
- 16 ILS assisted me in filling out applications for housing
- 17 I was assisted with looking for a house. The aspects of purchasing a house and living independently.
- 18 I was able to move out of nursing home to my own housing.
- 19 Was able to find housing with ILS's help
- 20 It helped me to move into my own apt.
- 21 They did an awesome job helping me.
- 22 helped me find apartments in the area I wanted to live
- 23 My caseworker helped me move from a nursing home to my own apartment. She helped me get on the MFP which has helped me get furniture and other things I might need. I am so thankful to have my own apartment now.
- 24 I was given help finding an apartment. Looking through the newspaper, calling places, and going to see what they are like. That is really a job. I was so glad I had the help.
- 25 I was given information about new housing and when it would be opening. I had help getting the paperwork I would need to move into the new place and they would tell me if I was eligible.
- 26 Had someone willing to help me
- 27 My worker helped me fill out the paperwork for a place to live.
- 28 I had help finding apartments. I was glad to have the help.
- 29 I now have an apartment where I am not afraid to go out side
- 30 it made it possible to remain independent
- 31 Helped consumer look for a new home when they didn't have a car.
- 32 Consumer likes living at home better than in the group home he used to live at.
- 33 Consumer is more independent now.
- 34 Consumer was homeless before the housing was obtained.
- 35 Consumer feels more confident and safe and knows that she will get the services she needs with the CIL's assistance.
- 36 Consumer is living independently out of the nursing home, and is happier now than they were when in nursing facility.
- 37 Consumer was able to find and buy a new home.
- 38 Helped consumer find a better living space.

## Annual IL Outcomes Survey FY14

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	16.3%	724
No	83.7%	3729
<i>answered question</i>		<b>4453</b>
<i>skipped question</i>		<b>423</b>



What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.3%	710
Somewhat Satisfied	1.8%	13
Dissatisfied	1.0%	7
<i>answered question</i>		<b>730</b>
<i>skipped question</i>		<b>4146</b>



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

*answered question* 32

*skipped question* 4844

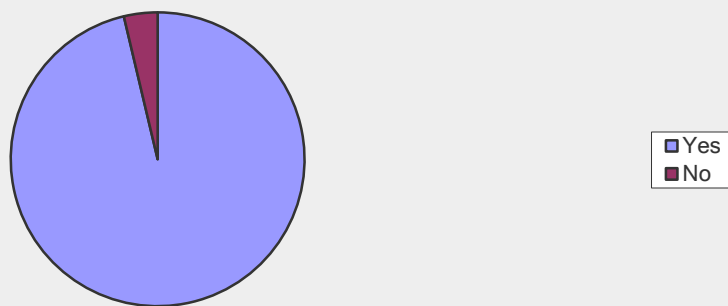
- 1 How I can stay in my own home and live independently
- 2 I think that all of the services could be better if they could come to my home and work with me here.
- 3 I guess there was things we already knew, so it was kind of boring
- 4 Just started services a couple of months ago and the process is going slow.
- 5 Wheel chair use training.
- 6 If I had known more it would have been better.
- 7 My specialist doesn't call back
- 8 Getting me resources to my community and in my area. Better help for me to do what I need to do.
- 9 The process didn't have to be so strenuous. If I was coming for assistance, it was obvious I needed assistance. I understand the requirements and that people take advantage of the system but it was very stressful for me and you all weren't able to help me.
- 10 I'm still looking for a residence of my own.
- 11 No change made.
- 12 Want to hire and fire people on themselves.
- 13 Wasn't hugely educational.
- 14 The class I went to was a wonderful class but I was totally dissatisfied. We were told we'd get together every month. We have not. Not even once.
- 15 Services could be made more accessible for people with visual impairments.

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	96.3%	703
No	3.7%	27
<i>answered question</i>		<b>730</b>
<i>skipped question</i>		<b>4146</b>

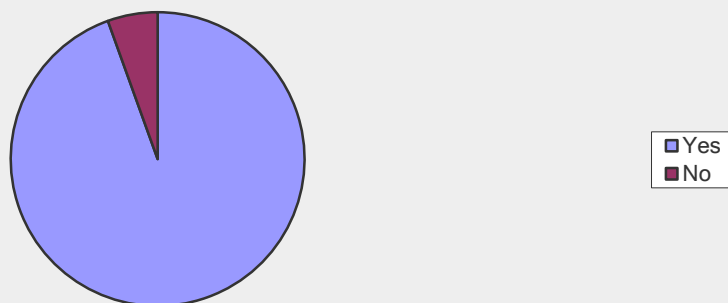
Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.5%	686
No	5.5%	40
<i>answered question</i>		<b>726</b>
<i>skipped question</i>		<b>4150</b>

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?





## Annual IL Outcomes Survey FY14

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

<i>answered question</i>	492
<i>skipped question</i>	4384

- 1 I learned more skills to live independently so my mom doesn't have to get so involved in my life.
- 2 I'm learning how to be marketable as an employee and making it possible for me to have a good paying job at some point.
- 3 Live on my own now - helped teach how to live on own with little to no help.
- 4 I'm learning how to work in the kitchen.
- 5 I am learning how to cook, and I am better with kitchen appliances.
- 6 Cooking, social skills, job skills are better.
- 7 Helped to train to budget and resources
- 8 I learned new recipes and better ways of cooking that weren't just frying.
- 9 I have learned how to be appropriate at different events, how to budget money, and some other things that I will need to know when I get out of school and live on my own.
- 10 If I didn't learn anything else while receiving services, I learned how to fill out a mean timesheet.
- 11 I am able to do more for myself and I am more determined.
- 12 I got a lot of help with completing an application for a government phone. I had tried to complete it before and it got rejected. My ILS really helped me get it right and faxed it for me and I go the phone. So appreciative
- 13 Yes like making my own choices
- 14 It helped me work out. I had a stroke
- 15 I've gotten better at reading and math and it has helped me in my job...I can do things more myself now and don't have to depend on others.
- 16 Provided items I needed and teaching me how to work these into my monthly budget.
- 17 Helped me run my house better
- 18 I was able to get my driver's permit and work towards a license.
- 19 It helped me be able to budget my money better.
- 20 Helped him learn how to budget.
- 21 You all are still helping me learn to budget my money and will be learning how to cook.
- 22 I got my drivers license through your company and I am so grateful to have someone to work with me.
- 23 After multiple strokes I am able to do most things for myself through the program. I've learned how to walk and bathe myself again.
- 24 It helped to be more independent using the adaptive keyboard I got.
- 25 I learned how to use a Shower chair & Reacher which helps me to be more independent
- 26 I'm learning new skills.
- 27 It is teaching me how to drive so I can get my license.
- 28 I was trained on how to use my new adaptive phone
- 29 I was taught how to use the shower chair, sliding board, hoya lift safely for my personal care needs.
- 30 It taught me how to better budget my money
- 31 I had help setting up a budget plan. It has really helped getting my bills paid on time.
- 32 He knows what to do in an emergency because of the classes he has taken. and can repeat what he has learned.
- 33 I am receiving tutoring to pass my GED.
- 34 I'm learning how to read.
- 35 Helps me learn to read and write. I'm very satisfied with my tutor.
- 36 Attending the arthritis aquatics program has really improved my quality of life. Exercising really makes a difference and since I can do it in the water its easier.
- 37 I was able to learn how to use the personal care items safely.
- 38 I was taught how to use a bedside commode safely
- 39 My worker is helping me learn how to prioritize my money. I am a compulsive spender and I like to spend my money on what I want, not what I need to. My mom is my legal guardian and she wants me to learn to live on my own. I am also learning how to find and use simple recipes.

## Annual IL Outcomes Survey FY14

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

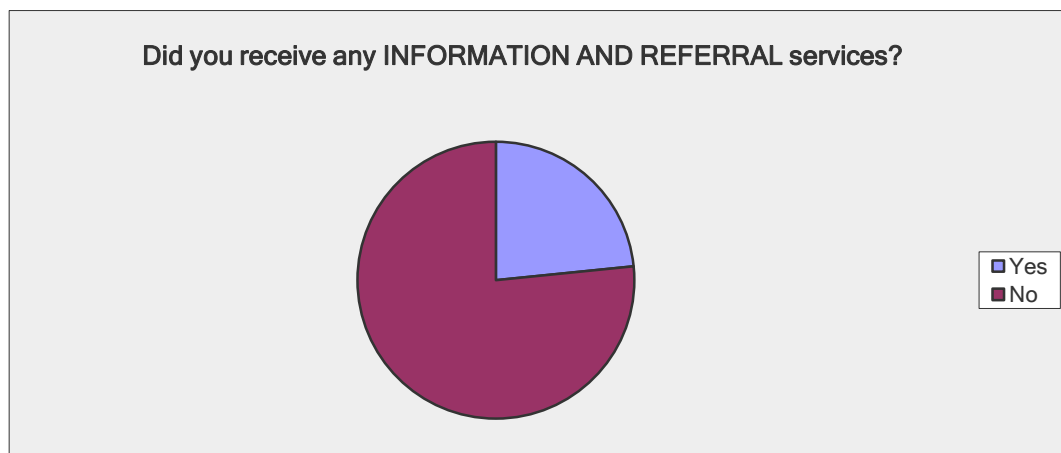
<i>answered question</i>	492
<i>skipped question</i>	4384

- 40 I am learning how to cook, clean and working to learn how to budget my money and track my spending.
- 41 I was taught that using different pieces of equipment gives me my independence back.
- 42 Using a transfer bench and hand held shower helped me with taking care of my bathing needs myself.
- 43 The driving program helped me to become more independent
- 44 I learned using a shower chair helps me not only with safety but maintain my independence.
- 45 His mother stated the drivers ed program really gave her son the confidence he needed. It took him a long time to get through it but he finally got his license and is now working part time after school.
- 46 I learned that a few pieces of equipment can make a difference in my life. I appreciate all the help I have received.
- 47 I thought I was going to have to put in a wheelchair accessible shower and I was shown how a transfer bench worked and it works great for what I needed.
- 48 I was taught how to be in control with my personal care needs.
- 49 With the training I received I was able to secure a job.
- 50 A big change in my life. Doing more independent stuff and learning from that.
- 51 I learned different uses of a Reacher which has been very helpful
- 52 I learned how to use a bath chair correctly.
- 53 I learned how to use my transfer bench.
- 54 I was trained on how to hire my personal worker and complete timesheets.
- 55 Gave me the independence to shower on my own.
- 56 Became better informed of her legal matters during an IL Skills class.
- 57 I can safely walk to my mail box by my self.
- 58 I attended the Living Well with a Disability Class this summer.
- 59 Helped me set up a budget to better use my money. I am really doing very good.
- 60 I belong to a Social Group at the CIL. I have met some really nice people and have learned how to socialize allot better.
- 61 I was taught to take my blood pressure on a daily bases so I would not have to have a doctor or nurse do it.
- 62 Helped me set up a budget. It really has helped me. I also had help setting up my home to make it easier to get around. I am very grateful.

## Annual IL Outcomes Survey FY14

Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

Answer Options	Response Percent	Response Count
Yes	23.4%	1039
No	76.6%	3408
<i>answered question</i>		<b>4447</b>
<i>skipped question</i>		<b>429</b>



What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.7%	999
Somewhat Satisfied	2.7%	28
Dissatisfied	1.6%	17
<i>answered question</i>		<b>1044</b>
<i>skipped question</i>		<b>3832</b>



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

<i>answered question</i>	54
<i>skipped question</i>	4822

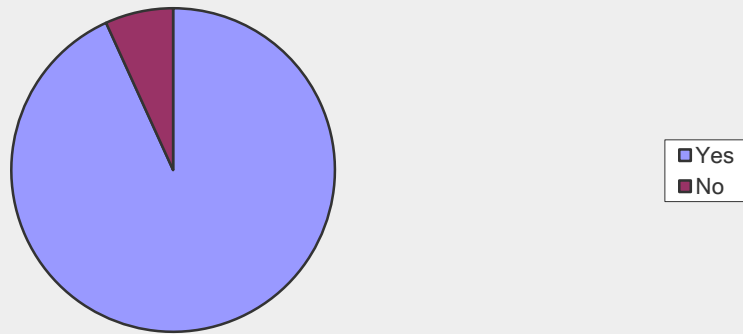
- 1 More services offered and easier to obtain.
- 2 Got numbers but couldn't help.
- 3 The CIL gave me phone numbers but funding was very limited. I was put on a waiting list for weatherization program.
- 4 It would be better if the agency would let her know the outcome of her application for assistance.
- 5 Limited resources available in the Texas County area. Staff offered resources as was available.
- 6 I need more help but I don't know how the CIL can help me.
- 7 Could have been better referrals.
- 8 Medicaid kept refusing me services.
- 9 Difficulty with communication. Sometimes they don't call you back.
- 10 They gave me a list of places to call. My English is not very good and the list did not help much.
- 11 Transportation.
- 12 Nobody was able to help me.
- 13 Wants to get more housing information.
- 14 Getting the information out in a timely manner.
- 15 To get a walker.
- 16 The housing agencies he called were not helpful.
- 17 I would rather they called for me.
- 18 I didn't like talking to those companies. They took too long getting my equipment approved.
- 19 I didn't always get the assistance I needed but the information I received guided me to an agency.
- 20 Apartment listings that I received were in some bad neighborhoods. Found some places on my own.
- 21 I was asking for a bedside commode. I was told I needed to get a script from my doctor, I wanted it right then.
- 22 They gave me referrals but they didn't work out, I don't know what they can do about the referral people.
- 23 It wasn't helpful, I didn't have enough resources to pay for those services.
- 24 The people that were referred by the CIL, I was not happy with them. They took things that I did not want them to take. I was very traumatized from them. The CIL couldn't do anything to make it better as they did not have the knowledge that this agency would do this. I fault the people that came, not the center.
- 25 I know they are trying but it is not successful at all. The computer did not work for me. They call me once a month and I say I am not satisfied. They gave me a number to call for training and that didn't help.
- 26 Not really, just the economy isn't doing all that well.
- 27 Do not know.
- 28 I'm not sure right now.
- 29 Because I thought they had a connect where they could get me a house or apartment, and that's all I got to do is pay the money or help me pay the money. I was expecting them to get me something rather than send me an apartment list.
- 30 Sometimes the info helped sometimes it didn't
- 31 Has tried many times to get a referral but no one could ever help.
- 32 She received an email from us with information and called and we still never called her back. She wants help for her niece.
- 33 I understand but was disappointed the CIL could not install a railing on my deck.
- 34 Consumer wishes directors had more time to spend one on one with consumers.

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	93.2%	973
No	6.8%	71
<i>answered question</i>		<b>1044</b>
<i>skipped question</i>		<b>3832</b>

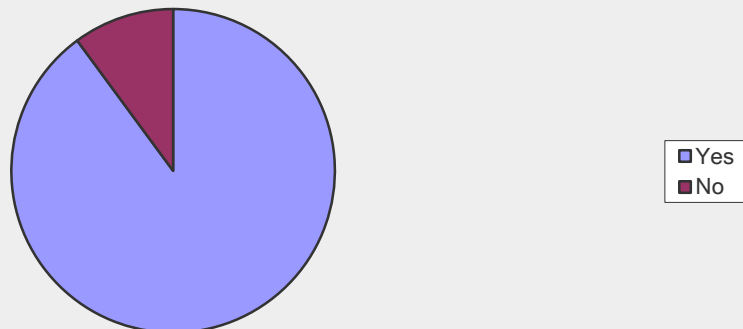
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.9%	937
No	10.1%	105
<i>answered question</i>		<b>1042</b>
<i>skipped question</i>		<b>3834</b>

Did this INFORMATION AND REFERRAL service make a positive change in your life?



## Annual IL Outcomes Survey FY14

If Yes, what change did this INFORMATION AND REFERRAL service make?

*answered question* 544

*skipped question* 4332

- 1 Helped me with options on securing income
- 2 The information helped me make decisions and when I learned about resources, like where I can get an emotional support dog, I followed up and learned about eligibility.
- 3 I know about more resources where I live.
- 4 I learned how to get out of the nursing home and the things I can get to help me in my new place.
- 5 I learn about my health condition all the time. Your nurse is very good with me.
- 6 I needed help with food and they put me in touch with several different pantries. also for clothing and rental assistance.
- 7 I learned how to book a ride.
- 8 IL staff gave me resource information regarding energy assistance programs as well as food pantry contact information. They made phone calls for me and the food was ready when my ride took me there to pick it up.
- 9 I was given the paperwork and where I could send the information for disabled voter.
- 10 I learned about more transportation options
- 11 Able to apply for MSNT Grant and got a Hoyer lift to make my life easier.
- 12 I learned to take transportation independently.
- 13 It is amazing to learn all the resources that are in our community. I sure appreciate you all for helping me with my shower chair.
- 14 I needed roof repair and was able to receive help from Rural Development.
- 15 You all were so helpful to me after my accident. Helping me and giving me the resources I needed to get a ramp built quickly was very helpful.
- 16 I was given information about transportation program and the food pantries in my area.
- 17 I learned about local clinics on a sliding scale because I didn't have insurance and needed to see a doctor.
- 18 I was referred to a company to assist with my Depends and another company to assist me with finding exercise equipment needed for therapy.
- 19 I was able to get a wheelchair to help me get around my home and in the community.
- 20 I learned I can get assistance with my heating bill during the winter.
- 21 I was referred to your Peer to Peer Network program and I really enjoy having someone to talk to with the same type of disability.
- 22 When I first heard someone talking about ILC I really thought it was more of a nursing home. You all do so much for people.
- 23 I was referred to a company that gave me a free stair lift to put in my house now I can get up and down the stairs
- 24 I received a list of food banks in the area which helped until I started getting a paycheck.
- 25 You all gave me information for medical transport.
- 26 After my auto accident I was referred to the CIL which has been wonderful with helping me and giving me information.
- 27 I needed a new roof and received information for USDA Rural Development. I got the grant and new windows for my home so its more energy efficient.
- 28 I didn't realize the VA assisted with ramps until one of your staff informed me to contact them for assistance. I received very good information from your organization.
- 29 Not only did I gain knowledge of what Independent Living was all about I learned resources where to purchase a used accessible van with a lift.
- 30 I received information about MO Assistive Tech Show Me Loan for a low interest loan to add on an accessible bathroom to my home.
- 31 I didn't know there were services out there that could help me.
- 32 It helped me get applications to apply for grants to get dental work done.
- 33 The Show Me Loan Company was wonderful to work with. I was able to purchase a wheelchair carrier for my car.

## Annual IL Outcomes Survey FY14

If Yes, what change did this INFORMATION AND REFERRAL service make?

<i>answered question</i>	544
<i>skipped question</i>	4332

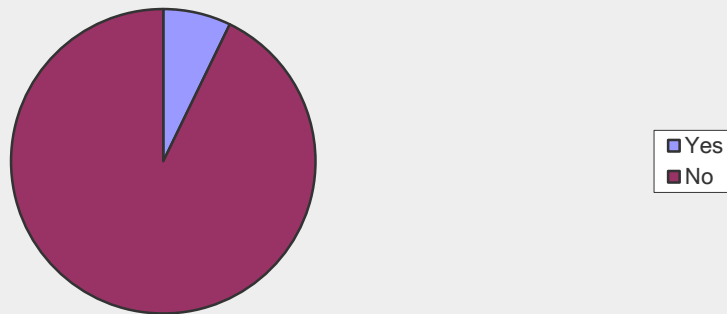
- 34 I was recently diagnosed with MS and I was given information about local companies in my area. I also learned what Independent Living Center is all about.
- 35 I received information about medical transport which really helps because cab service is so high.
- 36 We had a tragic accident in our life that happened so fast and I learned so many resources from your company. I don't know what I would of done without your help.
- 37 I received information on how to get a free cell phone which has been helpful.
- 38 I was given information about the food pantries in my area.
- 39 I was given information about the disabled voters program.
- 40 I was happy with the resources I received about rental property.
- 41 Assisted with information on a cancer specialist closer to home. I am very happy with the assistance and have located several leads.
- 42 Assistance with the Missouri Property Tax Credit was very helpful to me.
- 43 I was given the telephone number of a place where I could get Lifeline. It was so helpful because I was having problems passing out
- 44 Hero program / Home repair was very helpful. I got quotes, information, and options.
- 45 I have information given to me by my caseworker. It is a list with agencies I can contact if I need to.
- 46 I was needing new hand controls in my car. My caseworker gave me names and telephone numbers to call to see if I could get them.
- 47 I needed help finding a food pantry in my area. My caseworker gave the information I needed.
- 48 I was given the names and telephone calls of Senior Citizens meetings that are close to my house. I now go 2 to 3 times a week.
- 49 I was given Information about a store that I could get a reasonable priced shower door. I was so glad for this information
- 50 My caseworker gave me information about health agencies, food pantries, where I can go to sign up for transportation. I have used allot of different places. Thanks
- 51 I was given the name, address, and telephone number of a Social Service I needed to contact. It saved so much time having this help.
- 52 I was able to get a battery for my power chair.
- 53 I was given the IRS telephone number to contact about some taxes. I was also given a list of different agencies in my area that I can call or go to.
- 54 I was given information about the EAAP Program (Equine)and the Social Group sponsored by DRA.
- 55 I was given information about health agencies in my area and food pantries. I have papers to find places I can go to get adaptive equipment when I need it.
- 56 My worker gave me the name, address, and telephone number of an agency I called to get a new power wheelchair. I was so grateful, mine was worn out.
- 57 I was given names and addresses of apartments and housing in the areas I was interested in. My worker went with me and was a big help.
- 58 I received a form that had a list of all sorts of agencies I can contact if needed. Food pantries, Social Security office, transportation providers, recreation, and public assistance places.
- 59 Helped get kids school supplies, and is on the waiting list to get home weatherized.
- 60 Got help paying electric bill.
- 61 Found a more accessible place to live.
- 62 More knowledge of area and helped consumer find a helper.
- 63 Helped consumer gain independence while still living in own home.

## Annual IL Outcomes Survey FY14

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	7.2%	321
No	92.8%	4121
<i>answered question</i>		<b>4442</b>
<i>skipped question</i>		<b>434</b>

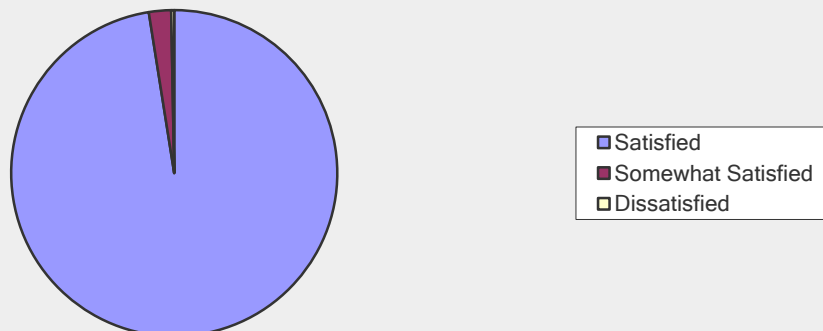
Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.



What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.5%	315
Somewhat Satisfied	2.2%	7
Dissatisfied	0.3%	1
<i>answered question</i>		<b>323</b>
<i>skipped question</i>		<b>4553</b>

What was your experience with the PEER SUPPORT services you received?





## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

*answered question* 8

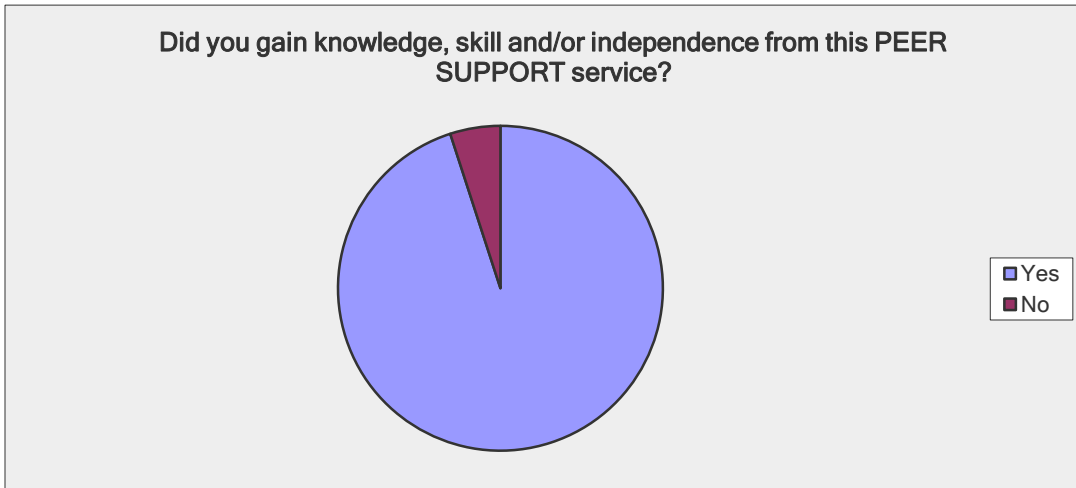
*skipped question* 4868

- 1 Our mens group should have done things like the womens group where they sold things (a bake sale for example that would be to support a charity or raising funds for the group to use).
- 2 I was promised a case manager, but I never saw her.
- 3 Her peer counselor is wonderful, helps her cope but the CIL treats the peer "like crap", peer should get paid for her work, also a staff member at the CIL (no longer employed) took a \$200 check that was meant for the CIL and kept it for other purposes
- 4 I was confused, I thought they would be able to do more for me. Wish I could have had more.
- 5 Was not a good match for the client.
- 6 By bringing younger people in the program.
- 7 I didn't return. I didn't feel comfortable with the group. The program is great though, it was my issue.

## Annual IL Outcomes Survey FY14

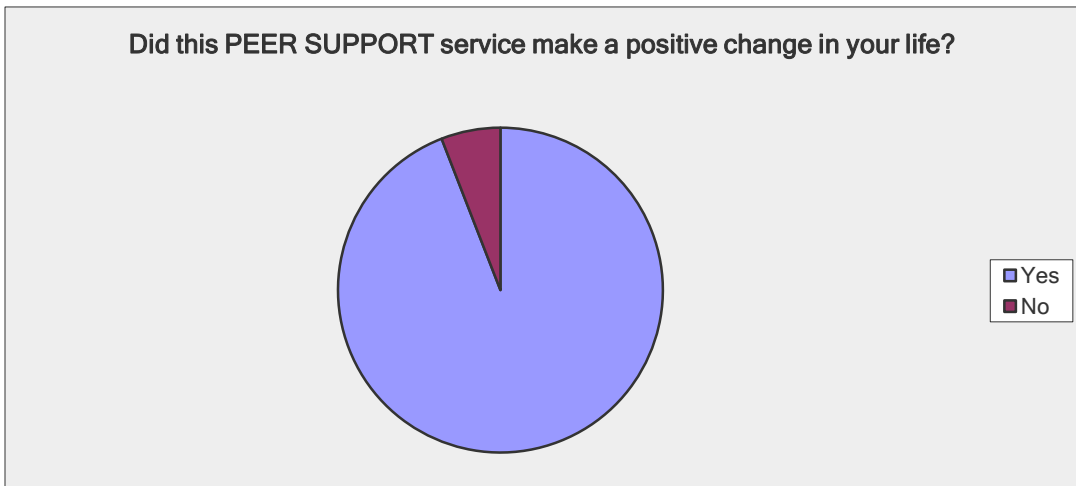
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	95.0%	307
No	5.0%	16
<i>answered question</i>		323
<i>skipped question</i>		4553



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.1%	304
No	5.9%	19
<i>answered question</i>		323
<i>skipped question</i>		4553



## Annual IL Outcomes Survey FY14

If Yes, what change did this PEER SUPPORT service make?

<i>answered question</i>	201
<i>skipped question</i>	4675

- 1 I have made new friends.
- 2 I was really struggling with some of the things that I was going through, and my ILS helped me through it, and I learned how to cope with the difficulties.
- 3 I feel better about myself.
- 4 I am in a class of my peers and I have learned that everyone has a skill, including me. I like the class, and I like all the different people that make me feel better about myself.
- 5 I learned it was okay to have a disability and anyone could make a difference.
- 6 I used to go to the brain injury support group, and every time I went, I felt empowered and stronger.
- 7 I learned it doesn't matter that I need help because that will never change, I learned how to ask for help and not be ashamed.
- 8 I felt empowered when sharing my story and hearing others' story. It's important for me to feel connected to other people with disabilities.
- 9 I like the discussions with the other peers and the speakers.
- 10 Gave me the opportunity to see myself as other people see me and it changed my life.
- 11 Nice to have someone to talk to.
- 12 I learned a lot about various disabilities and also resources
- 13 Helped me present myself better and to have a better outlook on life
- 14 I felt better about needing assistance.
- 15 Gave me a positive outlook on my life.
- 16 Before I didn't want to come outside and scared to do things. They helped me be more confident with that.
- 17 It was nice to talk to other people who were disabled.
- 18 It changed my perspective of life on quite a few things.
- 19 Better understanding of how I can work even with a disability.
- 20 The support made me feel better about my situation and need for help.
- 21 Built a great relationship and bond with peer, and has been supportive and great to talk to.
- 22 I learned many things about people.
- 23 Allowed me to meet people and interact.
- 24 Helped me to help others.
- 25 Still coming now learning about smart phone
- 26 Great to be able to talk to others with the same disability and get tips as well as share frustrations with others that are going through the same problems.
- 27 The person helped me get connected with the MS Society.
- 28 She stated that she loved the program and made a really good friend who gives her Peer Support and she gives her friend the support as well. She stated that it has made such a positive change in her life.
- 29 The consumer stated that she has been going through a very difficult time with her health this year. Peer support has helped to keep her from being depressed because when something is bothering her she has someone to turn to that helps.
- 30 Talking to someone who is experiencing the same type of health issues has really help me cope with my disability.
- 31 Exercising with other people with arthritis really helps because we all know how it affects different people differently.
- 32 I really enjoy attending your craft and cooking classes and look forward to going every month.
- 33 Because of my disability I have a hard time opening up and meeting people. I have made a very dear friend through this program and I really didn't have any.
- 34 I gained knowledge through speakers and made friends.
- 35 It helped me cope with my disability.
- 36 The consumer has someone else to talk to besides family and sometimes the consumer doesn't want to talk to her family about personal things. The feels more independent not being a burden to her family.

## Annual IL Outcomes Survey FY14

If Yes, what change did this PEER SUPPORT service make?

<i>answered question</i>	201
<i>skipped question</i>	4675

- 37 I attended a Chronic Disease Self Management classes to learn about live with a chronic disease and what tools I can use to be a better self manager. I was with other people with disabilities which help me understand I am not alone.
- 38 It lets me vent so that I don't explode.
- 39 I belong to the Social Group at the CIL and share information with my friends and they with me. I am more relaxed around people now.
- 40 With the year that I have been through I wanted to stay inside and was afraid to talk to people, but with my Peer Support one on one I am more confident and look forward to our visits and phone calls. I still am not comfortable speaking in a group setting but hopefully in time I will be.
- 41 Made me feel involved.
- 42 Likes going out with social group and hanging out with friends with similar disabilities.
- 43 I enjoyed the activities.

## Annual IL Outcomes Survey FY14

Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	58.9%	2614
No	41.1%	1827
<b><i>answered question</i></b>		<b>4441</b>
<b><i>skipped question</i></b>		<b>435</b>

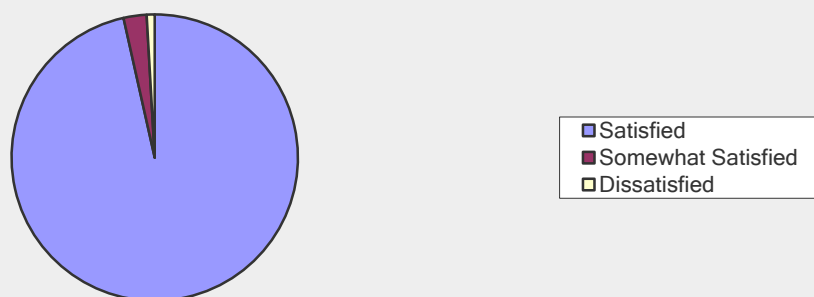
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)?



What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	96.5%	2530
Somewhat Satisfied	2.6%	67
Dissatisfied	0.9%	24
<b><i>answered question</i></b>		<b>2621</b>
<b><i>skipped question</i></b>		<b>2255</b>

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

*answered question* 160

*skipped question* 4716

- 1 I lost my services because I didn't meet the score. I think it could have been better if someone would have helped me appeal their decision because I didn't know how.
- 2 State has to approve transportation and is not timely.
- 3 Timesheets are really hard to get right every time and I have to drive pretty far to come to fix them with my attendant. Costs a lot of gas to get there. But I love the rest of it, it is so helpful and makes my life easier
- 4 I don't like that I have had to change workers I really like the lady I had and wanted to stay with her.
- 5 I want more hours.
- 6 Problems with finding a good back up attendant.
- 7 Lady could be a more stable individual. I am helping her as much as she is helping me.
- 8 I was dissatisfied with the aides I received. They did not do the cleaning they were supposed to do. They took some items from our home and some were very arrogant. I was informed that the directors were asking an aide how they got along with me.
- 9 In the consumer directed services model. Having difficulties keeping attendants.
- 10 I don't know. Not really. There's always room for improvement.
- 11 Just wanted another company
- 12 Took too long to get an assistant. I am still confused about the hours, and have requested more hours through DHSS and the person from DHSS was very rude. It takes too long for DHSS to process paperwork.
- 13 Feels that she is in need of more units for the care that is needed. DHSS develops the POC and referral has been made for the increase.
- 14 The ability to choose worker and direct care.
- 15 Has moved into individual housing and needs more hours and the state is non-responsive.
- 16 I think the attendant is stealing from me, so I fired her.
- 17 Had the service for about 3 months and then they told me I didn't qualify anymore.
- 18 I am still waiting on my friend being ok'd to work for me in my home, the process takes too long.
- 19 Satisfied with PCA but not the CIL. Keeps messing up. Then you gotta do the timesheets. It's a hassle. Too much on me. Then you have to worry about the 30 days raise. PCA not happy. They (payroll) are very rude. My phone was stolen at the CIL. They got it on video and did nothing.
- 20 They needed to find me a caregiver
- 21 Timesheets are a pain.
- 22 Attendant doing a little better job. Would be nice to have In-Home services.
- 23 PCA not getting paid. Need back up PCAs and make sure PCAs are working. There's no concern if the consumer is being taken care of. Disappointed there's no follow up with PCAs and consumers.
- 24 Her home health attendants from the CIL in home services were poorly trained and had no common sense.
- 25 The CIL wasn't the problem, but the actual in home care provider that came to her house was not reliable and didn't call the home when she took weeks off.
- 26 The turnover rate is too high in the field of in-home aids
- 27 When they closed in-home services without informing me. It was very unprofessional. I don't have the assistance I need now.
- 28 Scheduling with attendant, training and knowledge.
- 29 She wished she could have more hours.
- 30 I lost hours.
- 31 Sometimes the government is too nosey.
- 32 I feel I need more time as I need to go get blood work done and that takes my personal care time away. So I have to wait till the next day on so many things.
- 33 Giving me a new worker. Difficulty communicating.
- 34 Liked it better with paper not the phone calls.

## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

*answered question* 160

*skipped question* 4716

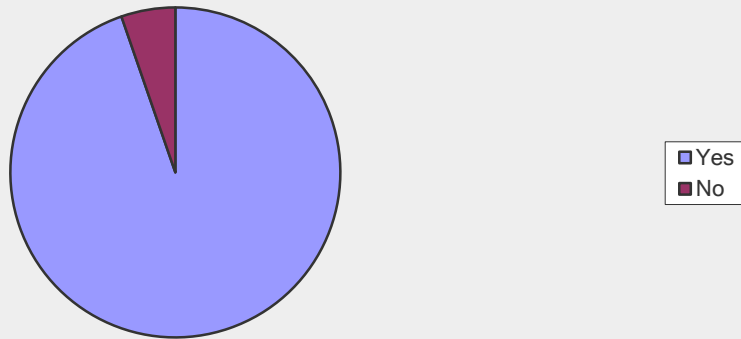
- 35 More service is needed to keep up with household cleanliness, chores and organization.
- 36 The services were a disaster. Sometimes the helpers didn't show up. And when they did they didn't do a very good job.
- 37 I could use more hours as I have cancer and my attendant has a lot to do to help me.
- 38 They don't have a lot of people signed up to work in this area.
- 39 PCA always late or doesn't show at all. Doesn't contribute to things asked to do i.e. vacuum, clean up spilled coffee.
- 40 She stated that she would like more hours, but realizes that is only what she qualifies for at this time.
- 41 Her timing. If she needs to come in later, she waits until the day of or the time when she should be here before she will call me and let me know. I spoke to her and said let me know the night before, but she just doesn't get it when it comes to time. Nothing else. That is one of my pet peeves with her.
- 42 Having trouble keeping someone regularly.
- 43 The consumer said that she has a hard time getting an attendant to come into work.
- 44 Update your list of attendants.
- 45 I need more hours.
- 46 Timekeeping seemed more difficult than need be.
- 47 Timesheets were a pain.
- 48 Unable to get Medicaid activated.
- 49 I think we're getting less help since you guys have moved down to that building. It's gotten less personal. I've had 3 case workers since you moved. My case worker got fired and no one bothered to tell me. No one tells me anything. It's ridiculous.
- 50 Would like to have an increase in hours. Not enough time to clean house
- 51 I was a little dissatisfied about the legal representation for some legal advice. I spent the gas to drive to the CIL for them to tell me they weren't going to represent me. Their whole demeanor was not nice, I didn't like it. The advocate that represented me was ok but she didn't give me a heads up on what was going on.
- 52 Attendants always had issues and weren't on time.
- 53 My aide wasn't nice and I changed companies.
- 54 I had issues with my aide showing up on time and working more.
- 55 Never on time, wouldn't do what she asked, unorganized, "Held consumer down, now she feels free in her home again".
- 56 Won't give me a good person.
- 57 I hired two girls and they both had kids. Getting them to work was like pulling teeth. I don't know of anyone I could depend on plus I have a spend down.
- 58 I could use more hours. My case manager is assisting me with this.
- 59 If I could get more hours in the evening to help with cooking. My Case manager is aware I need these.
- 60 With the pca's . The pca's brought drama.
- 61 I wasn't that satisfied.
- 62 My caseworker sometimes I feel like when he comes to see me I feel like it's just his job. There's no connection. I feel like he's not concerned about me.
- 63 I could use more hours
- 64 The worker is slow to start.
- 65 The attendant would like more hours. That is his only complaint.
- 66 There was no one in the area that was able to help, so I lost the CIL services.
- 67 Need more hours.
- 68 Used company out of house springs and was not satisfied.
- 69 Consume did not feel safe with PCA and the PCA had poor work habits.
- 70 More time.

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	94.7%	2482
No	5.3%	139
<i>answered question</i>		2621
<i>skipped question</i>		2255

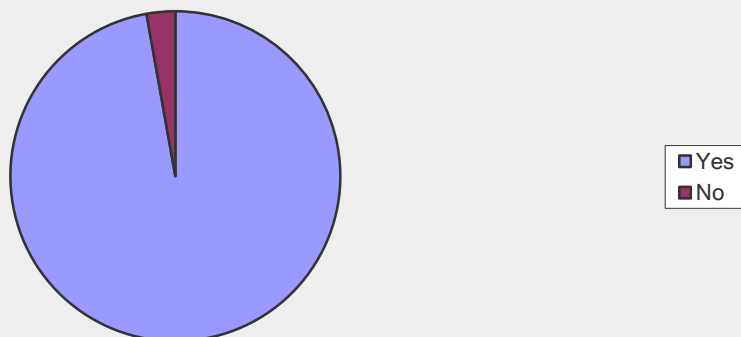
Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?



Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.2%	2545
No	2.8%	72
<i>answered question</i>		2617
<i>skipped question</i>		2259

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?





## Annual IL Outcomes Survey FY14

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>answered question</i>	2005
<i>skipped question</i>	2871

- 1 Able to hire people I know
- 2 Keeps me independent.
- 3 Like the program it keeps me independent.
- 4 Helps me stay at home. Helps with nutrition.
- 5 I really want to stay at home. Having an attendant helps me stay at home. I don't want to go to a nursing home.
- 6 Being able to live in a house that's clean is a big benefit, being able to have a ride to the store is a big help. Every day is different on what I can do so having an attendant helps with consistency.
- 7 Some days when I return from treatment, my attendant helps me, I am drained. I feel blessed that I have this program.
- 8 Allows me to stay in my home. If I did not have an attendant, I would have to live with someone else or go to a nursing home.
- 9 My attendant is a Godsend. She helps me take showers and get dressed. I could not do that by myself. She is good at cleaning my house and helping with laundry. I would have been in a nursing home if it were not for the CIL and CDS. I was eating only cereal until she came to work for me. I now have a whole breakfast. I am so happy being in CDS.
- 10 I have my independence
- 11 I am blind and this allows me to get help with personal care and has taken a burden off my family members. It has allowed me to live at home.
- 12 "The CDS program helps me with home care and getting assistance with things I can no longer do for myself." This consumer stated that due to her health issues, she is not able to stand or walk for long distances and time. She has allowed task with her attendant that helps cover these needed areas for assistance. I just needed a little help and CDS provides that help".
- 13 You guys are my lifeline. Best thing I've ever found.
- 14 Its nice to be with people who care--You feel more secure
- 15 My family lives miles away and cannot help me with my needs. I have vision problems and hearing problems. I have CDS and the best attendant. She helps take care of me just like family. I could not make it if it were not for CDS. I would be living in a nursing home or somewhere other than home. I have lived in my home for over 20 years and prefer to stay her. I am 89 and feel like I am doing pretty well for myself.
- 16 I do not have to live with my family. I can live alone and have my own house with the help from my attendant.
- 17 I use to leave at home with parents now can live on my own with help of an attendant.
- 18 I'm well cared for because I get to choose my worker
- 19 Allowed me to stay out of the nursing home and interact with my family.
- 20 She states that her worker helps with her household chores and bathing.
- 21 I have limited mobility and she can do things I can no longer do.
- 22 I am blind so it really helps, fixes breakfast and helps around.
- 23 She stated that she is not able to cook or clean and having the help has really changed her life.
- 24 She states that she does not feel as exhausted as before now that she has someone to help with her household duties.
- 25 Very helpful with daily activities.
- 26 It helped to make me independent, and being able to hire someone I can trust to work for me.
- 27 I can feel safe.
- 28 My children never thought I would be able to live alone and now I am
- 29 My personal assistant is excellent; she goes the extra mile!
- 30 I was able to receive help in my own home.
- 31 I could stay in my home and have people I know come into my home.
- 32 The cleaning part is big -- I cannot do that. And they help me with personal care.
- 33 She does things for me that I can't see very well since I'm legally blind...She's a big help to me.

## Annual IL Outcomes Survey FY14

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2005

*skipped question* 2871

- 34 Helps me be able to stay in my own home and be safe.
- 35 Appreciates all attendant does to make her life more comfortable.
- 36 Make me more independent. Not having to depend on other resources.
- 37 The things my attendant does are hard for me to do. They are hard on my back and she does them so I don't hurt.
- 38 Its made a big difference in my life.
- 39 Since I can't clean my house like I like, they do the job. And they take me to the store when I need to go.
- 40 I am able to stay in my own home with this program.
- 41 I'm getting older and can't do all the things I used to do, I had to put down my pride and do what is safer.
- 42 She can live at home.
- 43 She lives more independently.
- 44 Helps with everything.
- 45 She was in the nursing home and got to come home.
- 46 Yes he gets to stay home and live instead of a nursing home.
- 47 The consumer stated that his attendant helps him get out and to the store and doctor appointments...the services keeps him living on his own.
- 48 The consumer stated that she has a choice of who takes care of her and she doesn't have to depend on a stranger. The consumer stated that having attendant services is wonderful and keeps her at home.
- 49 The consumer said having an attendant keeps her out of a nursing home. The consumer was in a nursing home for awhile and she couldn't stay at home without an attendant. The consumer said it also helps with her depression
- 50 I am not able to walk any longer. Having my attendant helps me in so many ways. She does the things I would normally be able to do for myself and wish that I were still able to do. I am thankful I have her.
- 51 These services have made such a change in my life. I am a young man that spent a few years in the nursing home. I have been out on my own for a couple of years now and could not live on my own without these services.
- 52 These services have made many changes in my life. When I became ill I could not do things for myself and did not know how I was going to survive but with these services and the assistance I receive I can do allot for myself again.
- 53 The consumer said that with her health problems she is unable to keep her home clean, cook healthy meals or do all her own personal care. The consumer stated that having an attendant is a life saver and keeps her in her own home and able to have her family come see her in the comfort of her own home.
- 54 Very helpful and resourceful. I feel at ease and not humiliated because I have to have assistance.
- 55 My brother is my attendant. I really appreciate having a family member take care of me. It was so hard on him trying to hold down a job and take care of me after work. This program solved both our issues.
- 56 I am not supposed to lift, push, or pull things and I lost my sight. The personal attendant helps me. She organized my laundry, my pantry, my refrigerator so I can do it myself.
- 57 I can't really do the steps, they do my laundry. I have problems with my hand, they help me prepare my dinner. They dust, vacuum, and make sure things are easier for me.
- 58 My life is easier and safer now.
- 59 Wonderful to have someone I know, who knows all my routines and health issues - could not make it without it.
- 60 It has changed my life so much, mentally, physically. I feel more up to challenges. It really does help. I'm happier.

## Annual IL Outcomes Survey FY14

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2005

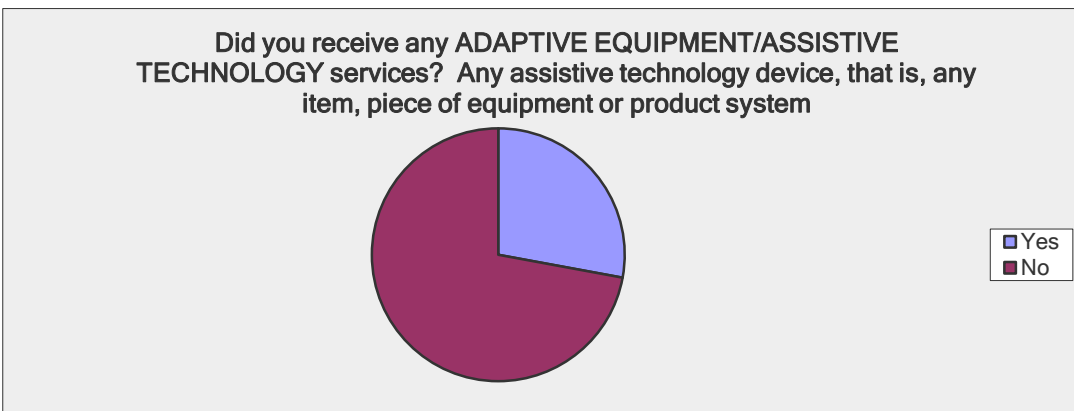
*skipped question* 2871

- 61 My worker does tasks for me that I cant do.
- 62 Made me able to live more of a normal life
- 63 Without my aide helping with laundry & cleaning equipment I couldn't stay in my home.
- 64 Receiving help with cooking, cleaning, & shopping helps me be able to stay at home.
- 65 Gave me the option to have the extra help I needed and not having to rely on family members or friends to help. I know when my attendant will be here to help.
- 66 They cook and clean for me. I am not able to do that by myself
- 67 If I didn't have that help it'd be real difficult for me.
- 68 The services help me to remain in my own home
- 69 Gave me someone to help me and I was able to chose and not get a stranger coming into my home
- 70 If I didn't have someone coming in I might not have my own home and I might not be doing the work I do now.
- 71 Helps consumer with household tasks that she can't do because of her back.
- 72 Allowed consumer to stay in home despite progression of disability.

## Annual IL Outcomes Survey FY14

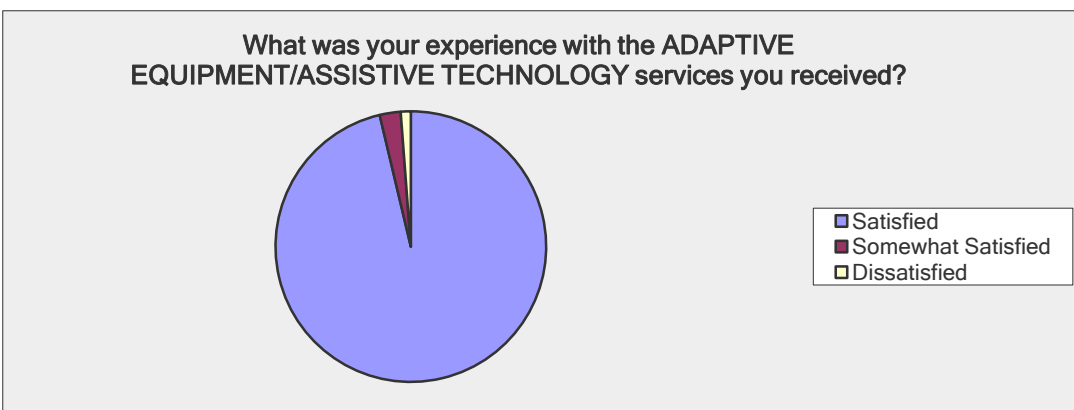
Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	27.9%	1236
No	72.1%	3201
<i>answered question</i>		<b>4437</b>
<i>skipped question</i>		<b>439</b>



What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.3%	1194
Somewhat Satisfied	2.5%	31
Dissatisfied	1.2%	15
<i>answered question</i>		<b>1240</b>
<i>skipped question</i>		<b>3636</b>



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

<i>answered question</i>	71
<i>skipped question</i>	4805

- 1 For my last referral the CIL referred to a person who did not measure me correctly for a new wheelchair. As a result, my foot rest was too long. I had to go to the wound care clinic a on two different times and several appointments after hurting my foot when it fell off the foot rest and rubbed on the wheel. All other repairs at the CIL have been good and the people were great with this one exception.
- 2 If AT repair services were available more quickly / immediately.
- 3 Wheel chair is not wide enough and doors in house not wide for a wider wheelchair.
- 4 It is a little to tall.
- 5 Has to wait till she has a computer.
- 6 Going through doors would have been better.
- 7 TAPS phone not working well.
- 8 The phone no longer works for him.
- 9 Because the shower bench was too big.
- 10 The staff has tried to fix it twice and hasn't fixed the right thing yet.
- 11 Not able to get new phone the other phone still has a warranty.
- 12 More explanation.
- 13 It is a nice shower chair but it did not fit into my old tub.
- 14 Needs new wheelchair
- 15 She still has trouble hearing and understanding. Needs one that amplifies the sound and that makes the sound clear for her.
- 16 Dissatisfied with the wheelchair, did not work -- "sent me home with a wobbly wheelchair and I had to wait a month to get it fixed". Attempted to get it fixed and the results make the chair worse. Still have to take it back -- I don't have the time to keep going back and forth for this. []  
"The staff is nice, but in terms of the delivery, it is ridiculous. We trust these people to help us and make it easier, but the first time we go someplace the chair falls apart. It is a very expensive piece of junk."
- 17 Could not adapt to the new technology. Made him nervous.
- 18 I'm not happy with the company.
- 19 Equipment doesn't seem to help.
- 20 She was shown how to use the phone, she is not comfortable with the sound when she is on the phone. The loud phone ringing helps.
- 21 Sometimes it will lock and I don't know how to unlock it.
- 22 The dept. did not follow through and kept putting me off.
- 23 I'm just not sure how to do everything with it (TAP phone with accessories).
- 24 There were promises that weren't kept. They were going to help me get a computer but they wound up not.
- 25 Hard to keep it working
- 26 Did not like the chair we helped him get through Medicare.
- 27 Missing calls.
- 28 Received an electric wheel chair and it didn't work right.
- 29 The phone is loud enough for me to hear it ring but hearing on it is not good. It was the same as the others.
- 30 Telephones. My husband has the hearing problem. It's not the phone, it's him losing his hearing.
- 31 Had a phone for 2 or 3 years and it went bad. Had to spend \$400 for a new phone. I'm not very happy.
- 32 Doctor cancelled my appointment so I could get a script for an arm brace. Still waiting to hear back.
- 33 Family helped consumer get scooter, but she can't get it in the house.
- 34 The equipment suggested did not work for consumer.
- 35 Consumer would like to know more about available equipment.
- 36 The phone that consumer received malfunctioned, and called 911 while she was not at home
- 37 Needs a bigger shower stool

## Annual IL Outcomes Survey FY14

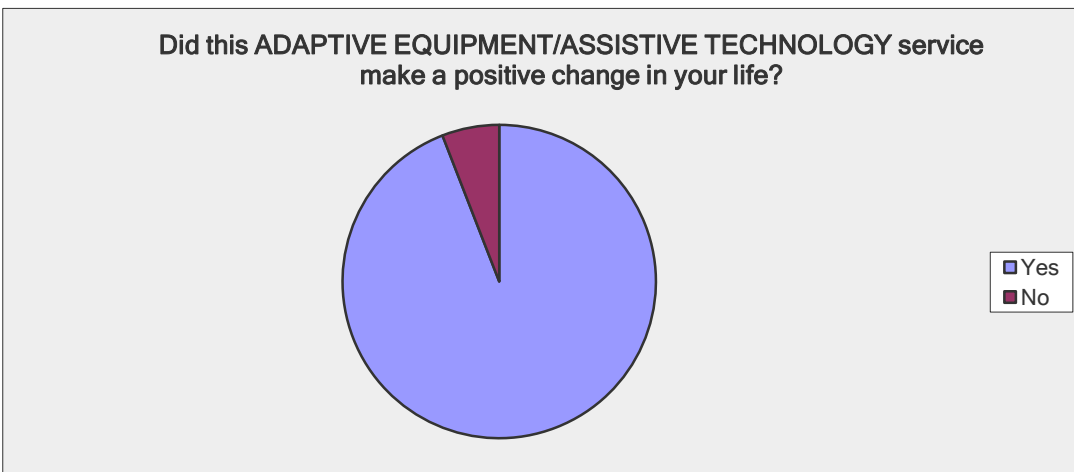
Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	94.6%	1173
No	5.4%	67
<i>answered question</i>		1240
<i>skipped question</i>		3636



Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.1%	1166
No	5.9%	73
<i>answered question</i>		1239
<i>skipped question</i>		3637



## Annual IL Outcomes Survey FY14

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

*answered question* 934

*skipped question* 3942

- 1 Makes me be able to hear better on the phone.
- 2 Showering is easier.
- 3 Allows me to take a shower by myself
- 4 I got what I needed and I feel better about my independence.
- 5 Bath chair and one handed cutting board helps me a lot as I only have one hand to work with.
- 6 I have a shower chair. This has brought my pride level back up since I am able to take a shower on my own
- 7 My scooter was able to be fixed and I am happy with that.
- 8 I can sign my name easy now with the signature stamp and don't have to worry about my arthritis hurting me and it taking too long to sign things.
- 9 Phones allows me to call people when I want. Voice activated computer.
- 10 Bigger buttons makes it easier to use the phone when dialing.
- 11 Y'all do a great job. They said it would take a couple weeks to fix my chair, but he called me that night and said it was fixed. That was great because I need my chair. I really appreciated that. I have told other propel about y'all.
- 12 "I can use my gripper to pick up things I drop. I have a bad back and the pain is terrible when I bend over".
- 13 Now I can take a private bath due to the transfer bench.
- 14 able to get in and out of bathtub
- 15 Peace of mind and medical comfort.
- 16 Able to safely reach items that I couldn't before.
- 17 Shower chair has been a "life saver."
- 18 I am able to do more things by myself
- 19 Helped with using a computer. The phone was also beneficial.
- 20 I am now able to hear with my amplified phone when someone calls.
- 21 I now have a raised toilet seat, grab bars, shower chair, and a toilet seat lift now. I am so grateful to have these. It has changed my life.
- 22 I lost my leg and you all help me get a bathtub bench and a walker. I really appreciate all your help.
- 23 Now she can take a shower instead of a sponge bath...With the change in her wheelchair, she can put her legs up like she is supposed to.
- 24 I can do my personal care by myself now
- 25 I'm an amputee and I got a shower chair, sliding board, hand held shower and a hoyra lift. This lets me to stay in my own home and I can do my own personal care now.
- 26 I have a breathing problem and trouble getting up and down. I can do better in the lift chair than I can the bed.
- 27 Because of the adaptive phone he is now able to communicate independently in his home and the change has been positive he states.
- 28 The shower chair helps so much. I can do tasks on my own.
- 29 I got a phone for the hearing impaired and I can now talk to others on the phone and hear them.
- 30 Rather than just washing up I can get into the bathtub. It was hard on my attendant trying to get me in the bathtub without falling. The transfer bench worked just wonderful. My attendant doesn't have to be there to help me with the toilet.
- 31 The consumer received a bed rail this year which helps her to get in and out of bed safely and maintain her independence.
- 32 I have poor vision and the adaptive phone helps me see when the phone is ringing and I am still able to talk to people on the phone. I got a magnifier so I can see to read.
- 33 I was given a shower chair that I needed very badly. I feel so much safer taking a shower now.
- 34 I received a phone with large numbers so I can see better
- 35 I received a Bath Chair so I can now bath by myself.
- 36 My computer I received helps me with my job

## Annual IL Outcomes Survey FY14

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

*answered question* 934

*skipped question* 3942

- 37 I received a blood pressure cuff to help me track my health.
- 38 It's easier for me to sign my name with the signature stamp.
- 39 I received a specialty phone that I can puff on to make calls. It allows me to communicate again.
- 40 The shower chair makes it safer to take a shower.
- 41 I was referred to a company that I got a mattress overlay from. I no longer have open sores.
- 42 The phone has caller ID and I don't have to talk to salespersons or politicians. It also talks so I know if I push the wrong buttons as I am blind.
- 43 The TTY has helped me be able to communicate and the doorbell has helped me know if someone is at my door or the phone ringing.
- 44 Wedge keeps me from aspirating while sleeping. Cane helps me in and out of bed and shower. Chair keeps me from falling while showering.
- 45 I can now call my doctor to get appointments. Call my family and friends when I want to. I am so glad I have a TAP phone now.

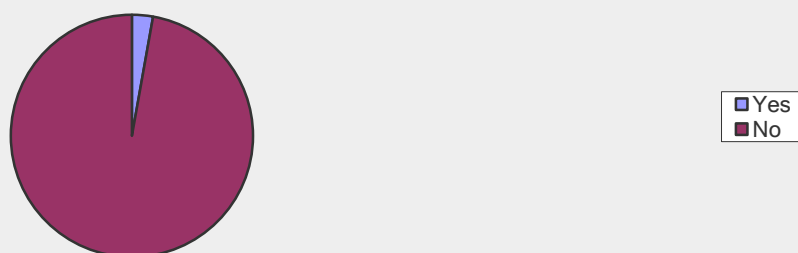


## Annual IL Outcomes Survey FY14

Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	2.8%	125
No	97.2%	4311
<i>answered question</i>		<b>4436</b>
<i>skipped question</i>		<b>440</b>

Did you receive any YOUTH SERVICES including TRANSITION services?



What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.8%	122
Somewhat Satisfied	3.2%	4
Dissatisfied	0.0%	0
<i>answered question</i>		<b>126</b>
<i>skipped question</i>		<b>4750</b>

What was your experience with the YOUTH SERVICES including TRANSITION services you received?



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

*answered question* 6

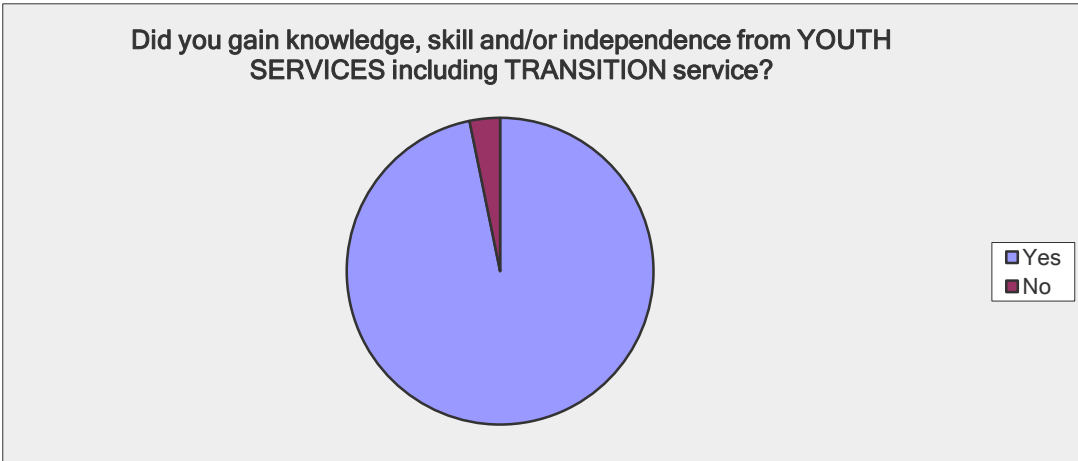
*skipped question* 4870

- 1 We haven't really done nothing.
- 2 It's hard for me to find what I want to find because there are not too many homes for me that are income-based.
- 3 I withdrew from my classes this semester because I had a lot of things going on. I'm going to try to come back next year.

## Annual IL Outcomes Survey FY14

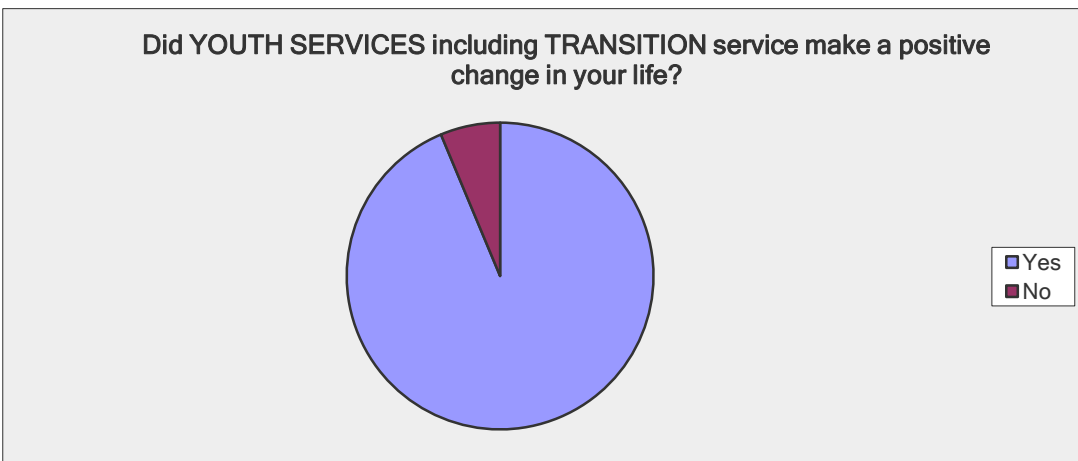
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	96.8%	122
No	3.2%	4
<i>answered question</i>		126
<i>skipped question</i>		4750



Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.7%	118
No	6.3%	8
<i>answered question</i>		126
<i>skipped question</i>		4750



## Annual IL Outcomes Survey FY14

If Yes, what change did YOUTH SERVICES including TRANSITION service make?

<i>answered question</i>	91
<i>skipped question</i>	4785

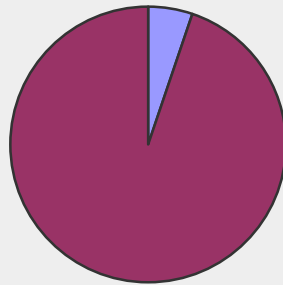
- 1 Happy to be with other youth
- 2 Helped me be more social and get up in front of people. I want to do it more.
- 3 I feel better about the future and the possibilities that I have in front of me. I have raised my expectations of what I can do when I put my mind to it.
- 4 I am employed now.
- 5 More independent, really looks forward to the classes and have more friends.
- 6 I'm ready for graduation -- almost.
- 7 Staff have helped to advocate for us with transitions and IEP's all along the way helping us navigate.
- 8 Gave me courage to move forward with care
- 9 Transition classes helped a lot.
- 10 My son got more academic education while in the Continuing Education Program than when he was in school.
- 11 Socialization and a little bit of independence. I ride the bus by myself and I make friends.
- 12 I learned how to prepare for a job and apply for jobs that use my skills. I also learned about the ADA and how that helps me as a person with a disability get a job.
- 13 Love the youth group!
- 14 I was able to attend the APRIL conference. I learned a lot and a lot about being my own advocate
- 15 I have more skills and was prepared for a summer job.
- 16 She learned about who she was and how to find resources.
- 17 It taught me to be independent and search for own housing.
- 18 I am reading and understanding much better now. I can also figure out math problems. I will get my GED sometime soon...
- 19 Helped her make friends and get out of the house because she was able to go to special Olympics.
- 20 I am learning how to pass my drivers exam test
- 21 Independence he stated because he was able to obtain his driver's license.
- 22 Somewhat. It helped me learn about fitness, health and personal safety. What to do to keep myself safe and what to do in the case of a fire, earthquake or tornado.
- 23 I was in a nursing home for five years and now I'm in my own home.
- 24 ILS assists with my IEP
- 25 Helped with social skills.
- 26 My caseworker told me about Disability Rights Day. She asked if I would like to go and participate. I said yes and learned so much that day about the rights of the Disabled.
- 27 Consumer is back in school and the policy was changed to accommodate him.

## Annual IL Outcomes Survey FY14

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	5.2%	229
No	94.8%	4203
<i>answered question</i>		<b>4432</b>
<i>skipped question</i>		<b>444</b>

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

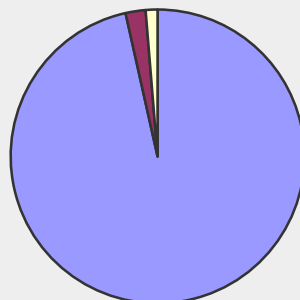


■ Yes  
■ No

What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.5%	221
Somewhat Satisfied	2.2%	5
Dissatisfied	1.3%	3
<i>answered question</i>		<b>229</b>
<i>skipped question</i>		<b>4647</b>

What was your experience with the EMERGENCY ASSISTANCE Services you received?



■ Satisfied  
■ Somewhat Satisfied  
■ Dissatisfied

## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

*answered question* 14

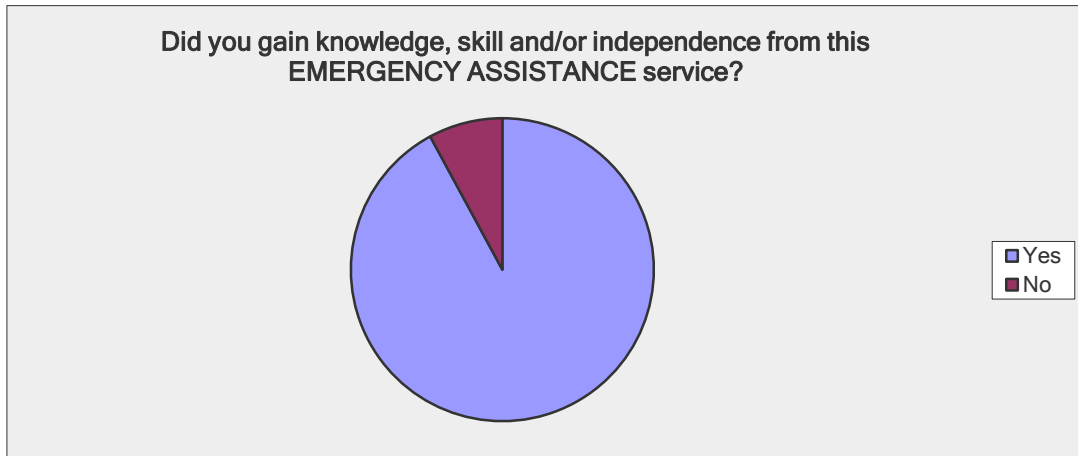
*skipped question* 4862

- 1 Better and more options for food banks and pantries near my home.
- 2 The food and clothing helped for a little while but I haven't been able to get back on my feet.
- 3 She would have liked to have gotten more money.
- 4 Utility assistance.
- 5 I did not understand what I had to go through. If I understood it would have been better.
- 6 Dissatisfied because I am still suffering.
- 7 Make more funds available.
- 8 Consumer wishes the state had been able to give more money.

## Annual IL Outcomes Survey FY14

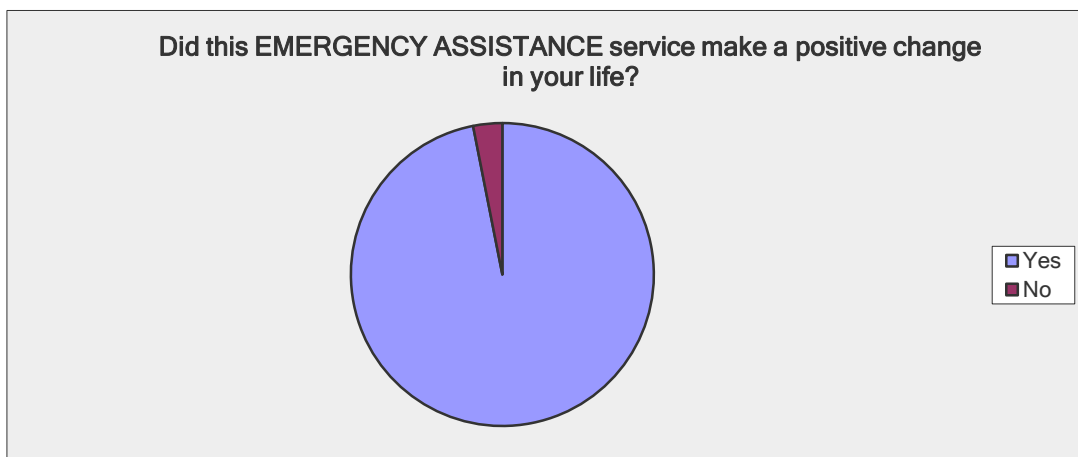
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	92.1%	211
No	7.9%	18
<i>answered question</i>		229
<i>skipped question</i>		4647



Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.9%	222
No	3.1%	7
<i>answered question</i>		229
<i>skipped question</i>		4647



## Annual IL Outcomes Survey FY14

If Yes, what change did this EMERGENCY ASSISTANCE service make?

*answered question* 163

*skipped question* 4713

- 1 They paid an electric bill for me
- 2 Kept my lights on.
- 3 It helps get me food
- 4 Taught me to budget better
- 5 It gave me hope in finding a new place to stay
- 6 I received assistance in helping me to move into my own apartment
- 7 Everyone has gone above and beyond to help me. I'm very appreciative
- 8 Paid my electric and helped me manage my situation better.
- 9 It helped me get over that little hump that I was in.
- 10 Kept me from getting evicted when my check did not show up.
- 11 Got the necklace in case she falls down.
- 12 I was able to get the apartment I wanted because of the rental/deposit assistance.
- 13 I received the help on filling out the application and without that I may not have received the assistance.
- 14 Everything they did helped me move out of a nursing home.
- 15 It helped me because it was the end of the month and I needed groceries and toiletries.
- 16 Knowing someone cares felt very good.
- 17 Without heart medicine I probably would be dead. I did get my Medicaid finally. Thank you for your help.
- 18 By helping my get an air conditioner this summer. I have asthma. I cannot breath well if it is too hot or cold. It helped me cool my house.
- 19 There were time I was low on food and my caseworker brought some food to my home. I am so blessed.
- 20 I was in need of medications. I was waiting for my Medicaid to start. I had help paying for about 5 prescriptions. They were not expensive but I didn't have the money to pay for them. I couldn't have gotten them without the help.
- 21 Saved me from getting lights turned off.
- 22 Budgeting classes helped out.
- 23 Helped know different resources when there are emergencies.
- 24 Helped pay for propane in winter time.
- 25 Got consumer stable after they were in finical trouble.
- 26 My electric was not turned off.
- 27 Makes sure all medications an essential items were available during storm.



## Annual IL Outcomes Survey FY14

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	3.7%	163
No	96.3%	4265
<b>answered question</b>		<b>4428</b>
<b>skipped question</b>		<b>448</b>

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services?



What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	92.6%	151
Somewhat Satisfied	4.9%	8
Dissatisfied	2.5%	4
<b>answered question</b>		<b>163</b>
<b>skipped question</b>		<b>4713</b>

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.

*answered question* 15

*skipped question* 4861

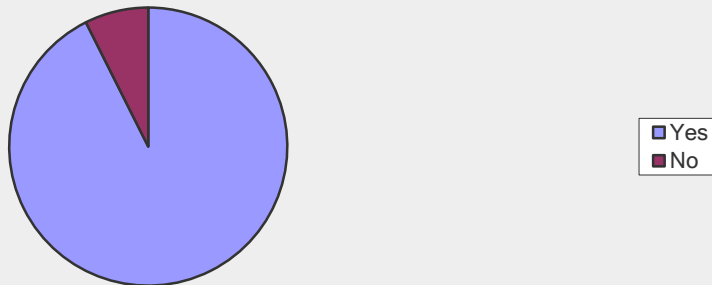
- 1 Tried to get on the PAS program but was told they could not self-direct
- 2 I wish I was in a better apartment.
- 3 I'm still there.
- 4 I don't have income so me getting out is going slow.
- 5 I want to be out of the nursing home.
- 6 They helped me to get things I needed to be able to go back home and they are still helping me with anything I need so I don't have to go back.
- 7 I wanted to continue to try to transition, but the process was taking to long.
- 8 Participant not doing well in nursing home, participant wants to go anywhere else.
- 9 Did not help him. He is still in facility and he was dropped from the CIL for one year.
- 10 The last time he fell but there was no way to tell for sure. Couldn't take any more therapy at Lifetime.
- 11 Matt didn't tell us that we both needed income to get out (him and his wife both). Wife is waiting on her answer.

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	92.6%	151
No	7.4%	12
<i>answered question</i>		<b>163</b>
<i>skipped question</i>		<b>4713</b>

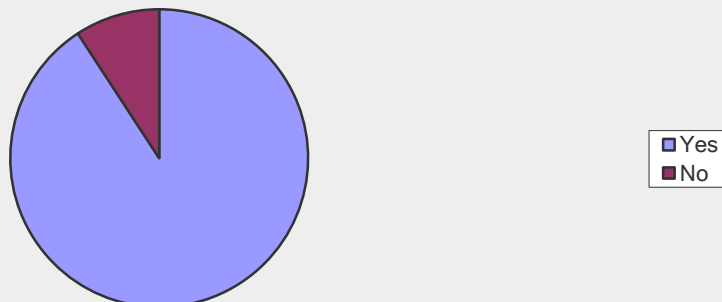
Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?



Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	90.8%	148
No	9.2%	15
<i>answered question</i>		<b>163</b>
<i>skipped question</i>		<b>4713</b>

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?



## Annual IL Outcomes Survey FY14

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

*answered question* 121

*skipped question* 4755

- 1 I felt more in control of my life instead of going into a nursing home and living by their rules and schedule.
- 2 I'm not going to no nursing home. I have this ramp and other stuff that you all helped me with, and there isn't any sense in leaving now.
- 3 Yes it helps by having somebody here to help take care of me
- 4 I received information that helped me make a decision to receive hospice at home instead of going into a nursing home. I appreciate that I could call you guys and the information was readily available and accurate.
- 5 I feel better living in my own home.
- 6 Better quality of life than living in a nursing home.
- 7 I am not scared anymore because I have services that will keep me out of a nursing home.
- 8 Glad to be in charge of her own life
- 9 My attendant takes care of my needs and allows me to stay at home and not go to a nursing home.
- 10 Home services allow me to stay in my home and out of a nursing home.
- 11 I could not stay at home without the help of the equipment and my attendant. She makes it so much easier for me. I did not have any other options without moving to some place where I could get help.
- 12 "I did not want to live with my children. I wanted a house of my own with my things. I can live in my house with very little help from my children. I have a great attendant who takes wonderful care of me."
- 13 IL services with DME items has assisted this consumer in remaining in her own home and requiring little assistance from anyone outside her immediate family.
- 14 Yes, yes, yes! I have a much better life knowing that I am still connected to Columbia and my friends and family. The holidays are coming, and I couldn't imagine being in the nursing home because I'd miss everything and everyone. Thank you.
- 15 I did not have to move in with my family. I can live in my house and have little help from my attendant. I do not want to be a bother. I can do things myself with help from the attendant and CDS.
- 16 She stated that it allowed her to be able to get back to living independently.
- 17 Gave me direction in finding a new apartment and getting out of the nursing home
- 18 The Nursing Home and services through the Independent Living Center helped me get back home.
- 19 My daughter has build an apartment on her home so I could live independently. I still can be close to her if I need help day or night. I love CDS and am so thankful I was accepted in the program. I love to be outside and can go out there when I feel like it. I was thinking I was going to the nursing home when my family took me in. I love them even more for that. The CIL is very helpful and is there when I need them.
- 20 I have my independence back and I have my own money again.
- 21 "I was living in Houston House, and was able to move into a private home to live by myself. I did not like living in the Houston House. I wanted privacy and did not have it there. The CIL helped me when I was able to leave the house and move into my own home. I love my attendant and could not make it without her. She is the best. I am thankful for the CIL and for the CDS program. My life felt hopeless until now. I have been in the program for a few months now and love my coordinator."
- 22 Freedom
- 23 Higher quality of life and less fear of losing control
- 24 I am able to remain in my home longer.
- 25 Got me out of care home.
- 26 I regained my freedom.
- 27 Helped in acquiring a place to live outside with a nurse outside of a care facility.
- 28 It got me out of the place I was in and out on my own.

## Annual IL Outcomes Survey FY14

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

*answered question* 121

*skipped question* 4755

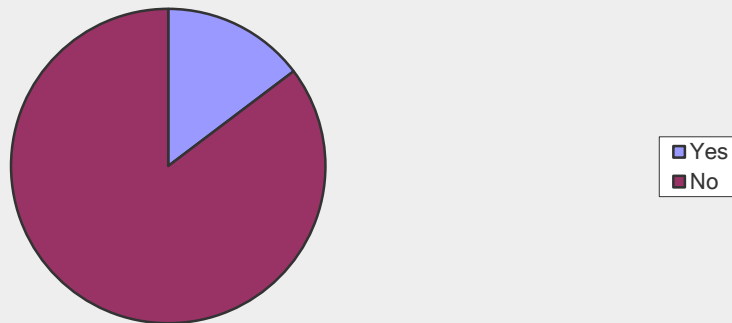
- 29 Learning skills for when I get out of the nursing home.
- 30 I will be getting out of the nursing home soon.
- 31 It allowed me to go home.
- 32 It made me aware of the services out in the community.
- 33 I'm able to have a home now.
- 34 Everything they did helped me move out of a nursing home. I feel great no longer living there.
- 35 I'm in my own home and I can prepare my own food.
- 36 I would definitely be back in a nursing home without your homemaker services. I really appreciate everything you all do.
- 37 Glad to be back in my own home.
- 38 CDS Program enabled me to live in my home.
- 39 I was able to stay in my home with the CDS Program.
- 40 I was happy to be living in my own home & go shopping at any time..
- 41 I was able to move into my own place & ILS visits me every month to make sure everything is going well.
- 42 I was in the nursing home for some time and thanks to the state program that bought my furniture and the things I needed I could live on my own. I have been out almost a year now.
- 43 Taught him what exercises to do.
- 44 I can live at home with my family and not be in a nursing home.
- 45 My caseworker helped me get into the MFP and move into my own apartment from a nursing home. It feels so good to have my own space. I am very grateful for the help.
- 46 freedom-----freedom-----freedom
- 47 Consumer enjoys freedoms of living independent and enjoys doing things on her own.
- 48 Consumer is able to get out and do things on own.
- 49 Allowed consumer to be independent and live alone.

## Annual IL Outcomes Survey FY14

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	14.7%	652
No	85.3%	3775
<i>answered question</i>		<b>4427</b>
<i>skipped question</i>		<b>449</b>

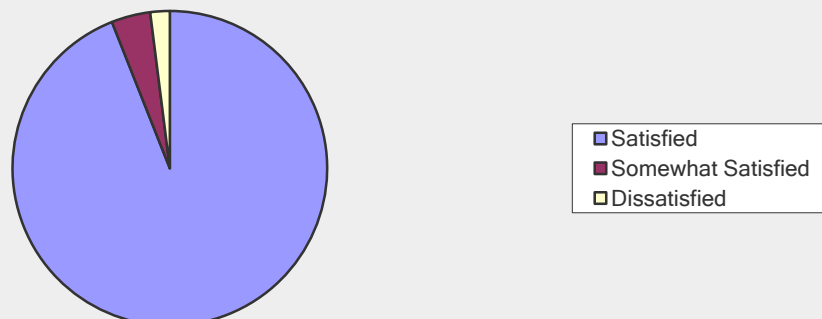
Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.



What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.0%	614
Somewhat Satisfied	4.0%	26
Dissatisfied	2.0%	13
<i>answered question</i>		<b>653</b>
<i>skipped question</i>		<b>4223</b>

What was your experience with the TRANSPORTATION services you received?



## Annual IL Outcomes Survey FY14

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

*answered question* 59

*skipped question* 4817

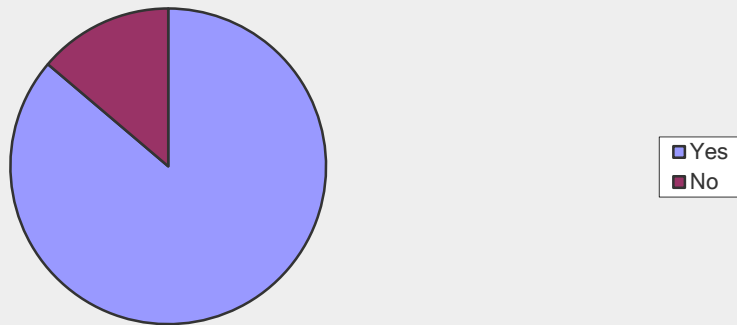
- 1 My son's pickup time was 6:00 but much of the time the driver was more than 15 minutes early, sometimes 30 minutes. I would rather see the driver pick up my son 15 minutes late than 15 minutes early.
- 2 She stated she has not received the refund from Logisticare.
- 3 I've had to wait 5 hours once and it was after closing time. The logisticare company is not my favorite
- 4 Have to schedule two weeks in advance and I did not know if I wanted to go somewhere that far away.
- 5 They forgot once to pick him up.
- 6 He stated that he had to wait longer than he expected after his appointment but otherwise he appreciates the services.
- 7 I didn't like a driver that came and picked me up because she wouldn't help me down the ramp. I have had problems with my knee and elbow every since because I fell.
- 8 When I need to use it they are already booked.
- 9 Not happy that you can't call a day ahead for ride
- 10 The transportation services is not getting me home on time, I don't get home sometimes till 10:30 at night.
- 11 Was very dissatisfied because consumer said driver took \$10.00 and if the man ever comes again wont every go again
- 12 The drivers where silly did not act mature.
- 13 Asked for the service, were unable to get the service. The CIL transportation was too busy at the moment.
- 14 Poor communication. Would leave messages and not get them returned for days.
- 15 It takes to long.
- 16 It takes some of the transportation company to long to get to an appointment and back home.
- 17 Some of the transportation company have several to transport and it takes all day.
- 18 I wish that I was allowed more time for this.
- 19 I can't go anywhere (with their transportation service) and I have been going to the CIL for a long time. I cannot take the SCAT bus and take home groceries. It will wreck my back.
- 20 Not having the (continuing) classes be so late and have my pick up times be on time and not late.
- 21 Would like it if her provider could take her places instead of the bus.
- 22 Twice they left me - call and let me know if they can't come.
- 23 By having more vans.
- 24 The transportation van is too old. Need new equipment. wheelchair lift doesn't work good.
- 25 Driver drove way to fast
- 26 Wants transportation to Bingo. If the CIL wants to call themselves a place that takes care of us then they need to do so.
- 27 The ride on the shuttle is very rough, it hurts my back and it is going to hurt someone else also, there needs to be a more sophisticated set of shocks under the big shuttles
- 28 Don't get out as much as Id like to.
- 29 Not satisfied, just a ride. It was reliable, didn't have to ask other people.
- 30 More shuttles/vehicles/drivers available, better, tighter scheduling, more cost effective.
- 31 Longer hours, work on weekends
- 32 The driver left the consumer at the hospital.
- 33 Doesn't come in on time on Friday.
- 34 Non-smoking. Driver was smoking, while two passenger have oxygen machines.
- 35 I wish these services were not so expensive

## Annual IL Outcomes Survey FY14

Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	86.2%	563
No	13.8%	90
<i>answered question</i>		<b>653</b>
<i>skipped question</i>		<b>4223</b>

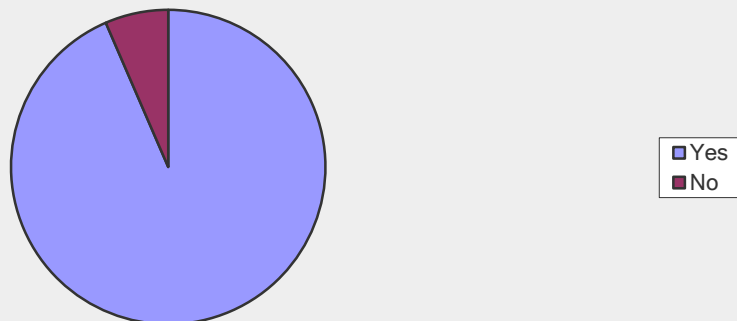
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?



Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.5%	605
No	6.5%	42
<i>answered question</i>		<b>647</b>
<i>skipped question</i>		<b>4229</b>

Did this TRANSPORTATION service make a positive change in your life?





## Annual IL Outcomes Survey FY14

If Yes, what change did this TRANSPORTATION service make?

*answered question* 465

*skipped question* 4411

- 1 I am more active when there is reliable transportation, and I can take my support dog to the vet when I need to.
- 2 I am more involved in my community with rides provided by the CIL. I appreciate your program, and I hope you keep doing it for a very long time. Thank you to your company I am still independent.
- 3 I would be at home all the time because there isn't any accessible transportation for me that is affordable. I feel better when I get out of the house and do something in town, even if it is to go get a soda. You don't know how important the rides are to me. I appreciate you guys so much. Thank you.
- 4 I got a ride when I needed it instead of having to wait for another appointment, which could have been unhealthy for me. The scheduling was easy and the drivers were very nice. Thank you.
- 5 More independent- learned bus system.
- 6 More independent
- 7 I'm more active in the community.
- 8 I can get around
- 9 It got me to the doctor when I needed it
- 10 Your drivers made me feel comfortable and I felt better about being able to ask for rides and not feel judged because I can't drive.
- 11 It gave me some freedom and options other than my family.
- 12 Gets me to dialysis.
- 13 Helps me go to the doctor and do my shopping.
- 14 She stated that having transportation allows her to make it to her Dr. appointments and other errands.
- 15 Allowed me to go, I have no transportation.
- 16 She stated that she is able to meet her appointments without being worried if she will have a ride.
- 17 She states that she does not have a car and this service allows her to meet her appointments.
- 18 I am more independent being able to schedule my ride instead of going when someone else will take me. Paying for rides is also important because I can help support the program.
- 19 It's another option if my attendant can't give me a ride that day.
- 20 They treat you with dignity
- 21 He states that it has helped because he does not have a car and he is now able to make it to his appointments.
- 22 I cannot drive so I rely on others to get me places I need to go. I use transportation services to go to the doctor when I have an appointment. I have family who work and are not available to take me shopping often. I use public transportation sometimes also."
- 23 Relieved the stress of finding rides to doctors appointments when she had breast cancer. Could be assured that she would get to the appointments that were necessary.
- 24 I have the freedom to go places without relying on others that work or have their own schedule and agenda.
- 25 I have more options and freedom.
- 26 I am more independent than I was relying on other people for my rides.
- 27 I would be home bound without transportation to get around.
- 28 Gets me out of the house for social club.
- 29 Before I didn't want to take buses or go anywhere. Now I can.
- 30 Feeling better knowing that I have assistance when needed
- 31 I increased my independence because I can go places when I want to instead of waiting on others that are unreliable.
- 32 They got me where I needed to go, they helped me get my things done.
- 33 Gave me a way to meet new people and learn about the city.
- 34 Gave me independence. I learned some social skills on the bus.
- 35 Understand how transportation works.

## Annual IL Outcomes Survey FY14

If Yes, what change did this TRANSPORTATION service make?

*answered question* 465

*skipped question* 4411

- 36 Helps with transportation to cancer treatments.
- 37 Able to go to doctor's appointments or run errands. Very grateful for the transportation services, but service could be made better by not having to call so far in advance for the transportation.
- 38 OATS bus helps her go to the grocery store.
- 39 Helped to know how to travel.
- 40 Helps her go where ever she needs to go.
- 41 Helps with grocery shopping.
- 42 Was able to keep all Dr. appt
- 43 I now have a ride to my doctor appointments. It is such a relief to know I have a ride when I need one.
- 44 Gets me to work
- 45 Makes it to where I can make it to the store, It gets me out of the house.
- 46 Able to get to appointments and everything on time.
- 47 They make it possible for me to do normal tasks like running errands
- 48 Consumer is now able to see and go to the doctor without help.
- 49 Able to do things that consumer wants.
- 50 Allows consume to feel safe knowing that she can get transportation in case of emergency.
- 51 It helped me to get some dental services done.
- 52 Allowed consumer to leave house and pursue a job.